

interChange Provider Important Message

Clarification of PB18-52 – Electronic Visit Verification (EVV) – Consecutive Services Enhancement

This important message is a clarification to Provider Bulletin 18-52 “Electronic Visit Verification (EVV) - Consecutive Services Enhancement”. The 3-call process has been disabled for visits less than 24 hours in duration as a result of the Consecutive Services Enhancement implemented today. The 3-call process will no longer automatically populate a check-in time for a subsequent visit, resulting in an exception. Providers are encouraged to make one call at arrival and one call at departure. **In order to continue to use the 3-call process, providers must opt out of the Consecutive Services Enhancement by contacting Sandata Customer Care at 1-800-855-3990, Monday - Friday, 8:00 am-5:00 pm.** Live-in visits, however, will continue to have access to the 3-call process. We apologize for the inconvenience this may have caused.

