



# Sandata

Get more right from the start

Connecticut Department of Mental Health and  
Addiction Services (DMHAS)

Electronic Visit Verification (EVV) Training  
System Updates for Providers already using Sandata

# Webinar Info

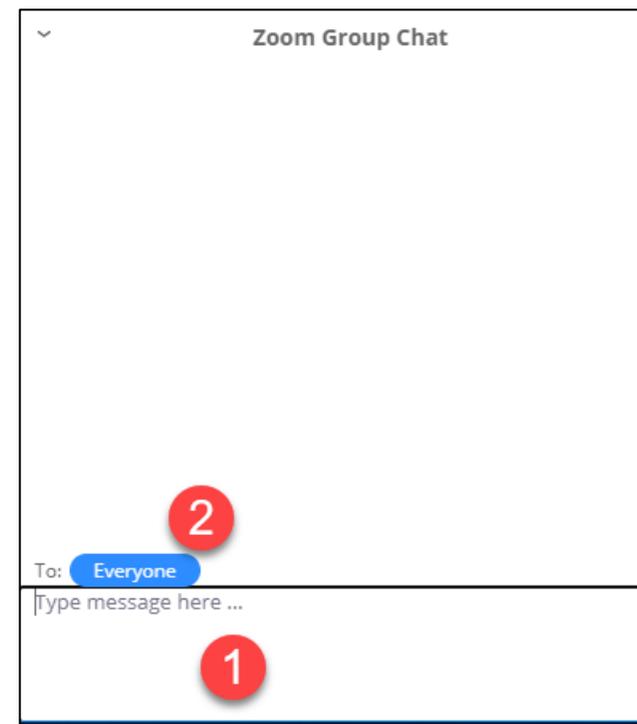
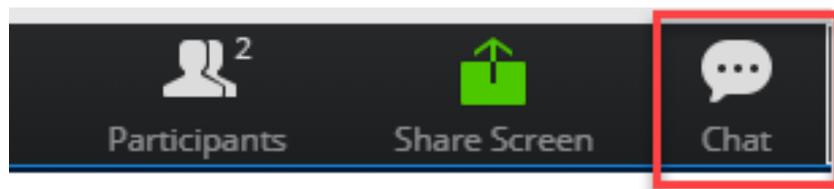
- ▶ Attendees are in “listen-only” mode and are placed on mute for the duration of the presentation.
- ▶ Questions can be typed into the Chat panel.
- ▶ If you are disconnected from the session:
  - Log back into the webinar
  - Re-dial the toll free number



# How to ask a question

Welcome to Zoom

- ▶ Click on the “Chat” icon on the Zoom tool bar.
- ▶ Type in your question at the bottom of the pop-up window and press the **Enter** key on your keyboard to send.



# Agenda

- Using Sandata for Mental Health and Addiction Services (DMHAS)
- Covered Services
- Task List
- Telephonic Visit Verification
- Client Module
- Visit Maintenance

# Covered Services for DMHAS

HCPCS Code	Service Description
1206Z	Chore Service Agency Per 15 Minutes
1213M	Recovery Assistant Agency Per 15 Minutes
1214M	Recovery Assistant Group 2 Clients
1215M	Recovery Assistant Group 3 Clients
1216M	Recovery Assistant Group 4 Clients Per 15 Minutes
1217M	Recovery Assistant Overnight Per 15 Minutes
1229Z	Brief Episode Stabilization Per 15 Minutes
G9012	Other Specified Case Management Service Not Elsewhere Classified
H0038	Self-Help/Peer Services Per 15 Minutes
H2015	Comprehensive Community Support Services Per 15 Minutes
H2015	(with Modifier/Event Code HQ) Comprehensive Community Support Services Per 15 Minutes
H2023	Supported Employment Per 15 Minutes



# Tasks

Mental Health Waiver			
201	Bathing/personal care/grooming	214	Grocery Shopping/Errands
202	Dressing/undressing	215	Laundry
203	Oral Care	216	Maintain benefits/entitlements
204	Diet monitoring/meal preparation education	217	Misc. Personal business
205	Medication reminder/cueing	218	Rejecting Substance Abuse
206	Interpersonal, social Skills	219	Schedule healthcare appointments
207	Emergency and safety skills	220	Socialization/Hobbies
208	Money management	221	Housekeeping Max Assist
209	Accompany to healthcare appointment	222	Housekeeping Mod Assist
210	Assist with public transportation	223	Housekeeping Min Assist
211	Exercise	224	Housekeeping Standby Assist
212	Facilitate/encourage Coping skills	225	Housekeeping Independent
213	Facilitate Natural Supports		

***Note: At least one task is required for every visit***



# Telephonic Visit Verification (TVV)

- ▶ English and Spanish will be available for the DMHAS program initially with additional languages added later on.
- ▶ Call prompts will include press '1' to call in and '2' to call out.



# Client Module Updates

The screenshot displays the 'Client Search' window with various search filters and options. The 'Admit Type' dropdown menu is open, showing a list of options. The 'Payor' dropdown menu is also open, showing a list of options. The 'CT Mental Health Waiver' option is highlighted in both the 'Admit Type' and 'Payor' dropdowns with red boxes. The 'Reassign Manager/Coordinator' button is also visible.

**Client Search** [Clear Filter] [Refresh] [New Client] [Print] [PDF] [Close]

**Search Filters**

Company: [ ] First Name: [ ] Clinical Manager: [ ] Service: [ ]  
Location: [ ] Last Name: [ ] Staff Manager: [ ] Address: [ ]  
Admit Type: [ ] Language: [ ] Marketer: [ ] City: [ ] State: [ ]  
Team: [ ] Coordinator: [ ] ZIP: [ ] Date: [04/19/2021] [ ]  
Status: [ ] Payor: [ ]  
Reason: [ ] Payor No: [ ]  
[ ] Invalid Address - No GPS Coordinates Available  
[ ] Non-Compliant Clients  
[Reassign Manager/Coordinator]

Active with Active Authorizations  
 Active with No Active Authorizations Past Selected

**Admit Type List:**  
ABP- Acquired Brain Injury  
AUP- Autism  
ABI- Clinical - Acquired Brain Injury  
AUI- Clinical - Autism  
CHI- Clinical - CT Home Care Program  
PCI- Clinical - Personal Care Assist – Waiver  
CHP- CT Home Care Program  
MHP- Mental Health Waiver P  
PCP- Personal Care Assistant – Waiver-Eligible Clients

**Payor List:**  
CT Medicaid Clinical  
CT Medicaid Non Clinical  
CT Mental Health Waiver

**As Of:**

- ▶ New Admit Type: MHP – Mental Health Waiver
- ▶ New Payor – CT Mental Health Waiver
- ▶ Clients and authorizations are loaded via nightly feed



# Staff Module Updates

**New Staff Wizard**

**Name And Other Information**

Enter Name And Other In

Type: Person

Title:

\* First Name: James

Middle Init: T

\* Last Name: Korn

Suffix:

**Other Information**

SSN:

Home Phone: ( )

Cancel

**New Staff Wizard**

**Company**

Which Company will this S

ID	ID
8	14625

Cancel

**New Staff Wizard**

**Location**

Which Location will this Sta

ID	Descrip
HA	HARTFO

Cancel

**New Staff Wizard**

**Admission Type**

Which Admission Types can this Staff Member be associated with?

ID	Description
ABP	Acquired Brain Injury
AUP	Autism
ABI	Clinical - Acquired Brain Injury
AUI	Clinical - Autism
CHI	Clinical - CT Home Care Program
PCI	Clinical - Personal Care Assist - Waiver
CHP	CT Home Care Program
MHP	Mental Health Waiver P
PCP	Personal Care Assistant - Waiver-Eligible Clients

Cancel <Previous Next> Finish



# Visit Maintenance

Client ▾ Staff ▾ Scheduling ▾ Tracking ▾ Billing ▾ Payroll ▾ Reports ▾ Admin ▾ Help ▾ E-E SANDA

Santrax Maintenance Clear Filter FVV Refresh Print PDF

Search Filters ▾

Total Shown: 34 As Of

O	Date	Coord	Client	Service	Staff	Pos	Sch Start	Sch End	TZ	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs	Auth	Tasks	P->A	Ovrd	Reason Code	Sup	Memo	Exceptions
	04/15/21-Th	wwo	Carter, Mary	H0038	Young, Charlie	RA	10:00	11:00		1.00	10:16	11:14	0.97	1.00	1.00	N	3	<input type="checkbox"/>	<input type="checkbox"/>		0		
	04/15/21-Th	wwo	Cunningham, John	1213M	Scott, Jill	RA	22:45	23:30		0.75	22:52	23:14	0.37	0.25	0.25	N		<input type="checkbox"/>	<input type="checkbox"/>		0		Payroll Hours Less Than Scheduled Hours, Task Exception
	04/16/21-Fr	wwo	Cunningham, John	1213M	Suarz, Francisco	RA	17:30	18:00		0.50				-	-	N		<input type="checkbox"/>	<input type="checkbox"/>		0		No Show Exception
	04/16/21-Fr	wwo	Gray, Jake	1213M	Suarz, Francisco	RA	10:00	13:00		3.00				-	-	N		<input type="checkbox"/>	<input type="checkbox"/>		0		No Show Exception
	04/19/21-Mo	wwo	Gray, Jake	1213M	Suarz, Francisco	RA	10:00	13:00		3.00				-	-	N		<input type="checkbox"/>	<input type="checkbox"/>		0		
	04/15/21-Th	ccr	Greene, Mark	1213M	Moss, Donna	RA	11:45	12:30		0.75	11:51	13:11	1.33	0.75	0.75	N		<input type="checkbox"/>	<input type="checkbox"/>		0		Actual Hours More Than Scheduled Hours, Task Exception

- ▶ Task exception if no tasks are entered for the visit
- ▶ Visits without a valid authorization will appear with an exception.



# Next Steps

Go-Live date: 05.03.2021

Contact Customer Care for support:

- ▶ Hours: 8:00 am – 6:00 pm EST
- ▶ Telephone Number: (855) 399-8050
- ▶ E-mail: [ctcustomer@sandata.com](mailto:ctcustomer@sandata.com)

Contact EVV mailbox for support

- ▶ E-mail: [ctevv@dxc.com](mailto:ctevv@dxc.com)



# Questions...

