

## **Update Regarding Fixed Visit Verification Devices for Providers Currently Required to Use the Santrax System**

In anticipation of the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) initiative implementation, provider agencies cannot order new or replacement Fixed Visit Verification Devices (FVVDs) from Sandata Technologies, LLC, under the DADS EVV initiative. This includes providers required to use Sandata's EVV system (Santrax) under the DADS EVV initiative as well as former DADS provider agencies that transitioned to managed care on September 1, 2014.

If a provider agency requires use of an FVVD for visits from March 1, 2015, through the date the provider agency is required to implement the HHSC EVV initiative, but cannot obtain an FVVD, the provider agency must continue to verify actual hours worked by the attendant and should either:

- manually enter these hours into Santrax using visit maintenance. Provider agencies should select *Reason Code 17 – Individual Does Not Qualify for Fixed Visit Verification Device – Verified Services Were Delivered*, a preferred reason code, to document these visits; or
- retain paper timesheets as service delivery documentation.