

April 29, 2021

Good Afternoon,

The Rhode Island Medicaid team has been working with Sandata regarding questions and issues that some providers have identified they are having with Client Visit Verification for EVV. The State will be moving the Client Visit Verification to an “optional” setting, meaning that if your agency is currently collecting this without issue and wishes to continue to do so, you may; otherwise, if you do not collect this data or have been experiencing trouble with this, it will no longer show as an exception that needs to be cleared. The change request is slated to going into the June 11, 2021 release.

For agencies using a third-party system, this will not require any additional configurations, it will just come over to the aggregator system without and exception if it is not collected.

For those agencies using the Santrax system and Telephone Visit Verification, instructions on how to bypass the prompt for Client Visit Verification will be forthcoming.

As always, if you have any additional questions, please let me know.

Thank you

Meg