

## Indiana Exceptions Guide

Sandata Agency Management is an alternate Electronic Visit Verification (EVV) system used to monitor field activity and ensure that visits are being performed correctly. Visit data collected using an alt EVV is sent to the Aggregator system where it is displayed but cannot be edited.

The Indiana Family and Social Services Administration will use Aggregator data to match EVV records with claims. Beginning 1/1/21, claims that do not have matching verified visits in the Aggregator will be denied. Sandata Agency Management will only send visits in a confirmed status to the Aggregator so all visits with exceptions in Sandata Agency Management must be addressed and resolved.

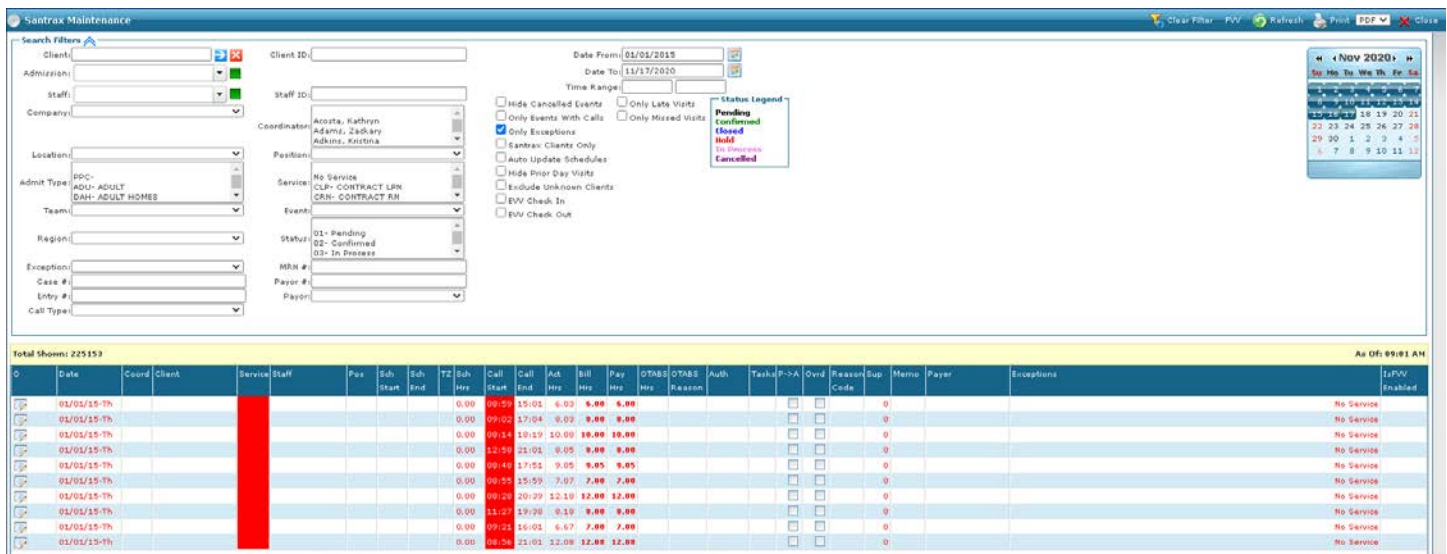
When there is an issue with a visit, Sandata Agency Management displays an exception that requires either correction or acknowledgement. These exceptions can be viewed and corrected from the **Santrax Maintenance** screen (Main Menu > **Scheduling** > **Santrax Maintenance**) in Sandata Agency Management.



**Note:**

If a confirmed visit is not present in Aggregator, there may be other conditions that have not been met.

Click [here](#) for the IN Alt EVV Checklist of items to review.



The screenshot shows the 'Santrax Maintenance' interface. It includes search filters for Client, Admissions, Staff, Company, Location, Admit Type, Team, Region, Exception, Case #, Entry #, and Call Type. There are also fields for Client ID, Staff ID, Coordinator, Position, Service, Status, MBR #, Payor #, and Payor. A 'Date From' and 'Date To' range is set from 01/01/2015 to 11/17/2020. A 'Status Legend' shows Pending, Confirmed, Closed, Hold, and In Progress. A table below shows a list of visits with columns for Date, Coord, Client, Service, Staff, Pos, Sd, Sd, TZ, Sd, Call, Call, Act, Bill, Pay, OTAB, OTAB, Auth, Tash, P-A, Ovd, Reason, Sup, Memo, Payer, Exceptions, and EVV Enabled. A calendar for November 2020 is visible in the top right corner.

The state of Indiana uses the following exceptions which must either be fixed or acknowledged for resolution:

Exception Name	Exception Setting
Client Signature Exception	Acknowledge
GPS Distance Exception	Fix
Service Verification Exception	Acknowledge
Unmatched Client ID / Phone Number	Fix
Visit Verification Exception	Acknowledge

## Exceptions that Must be Acknowledged

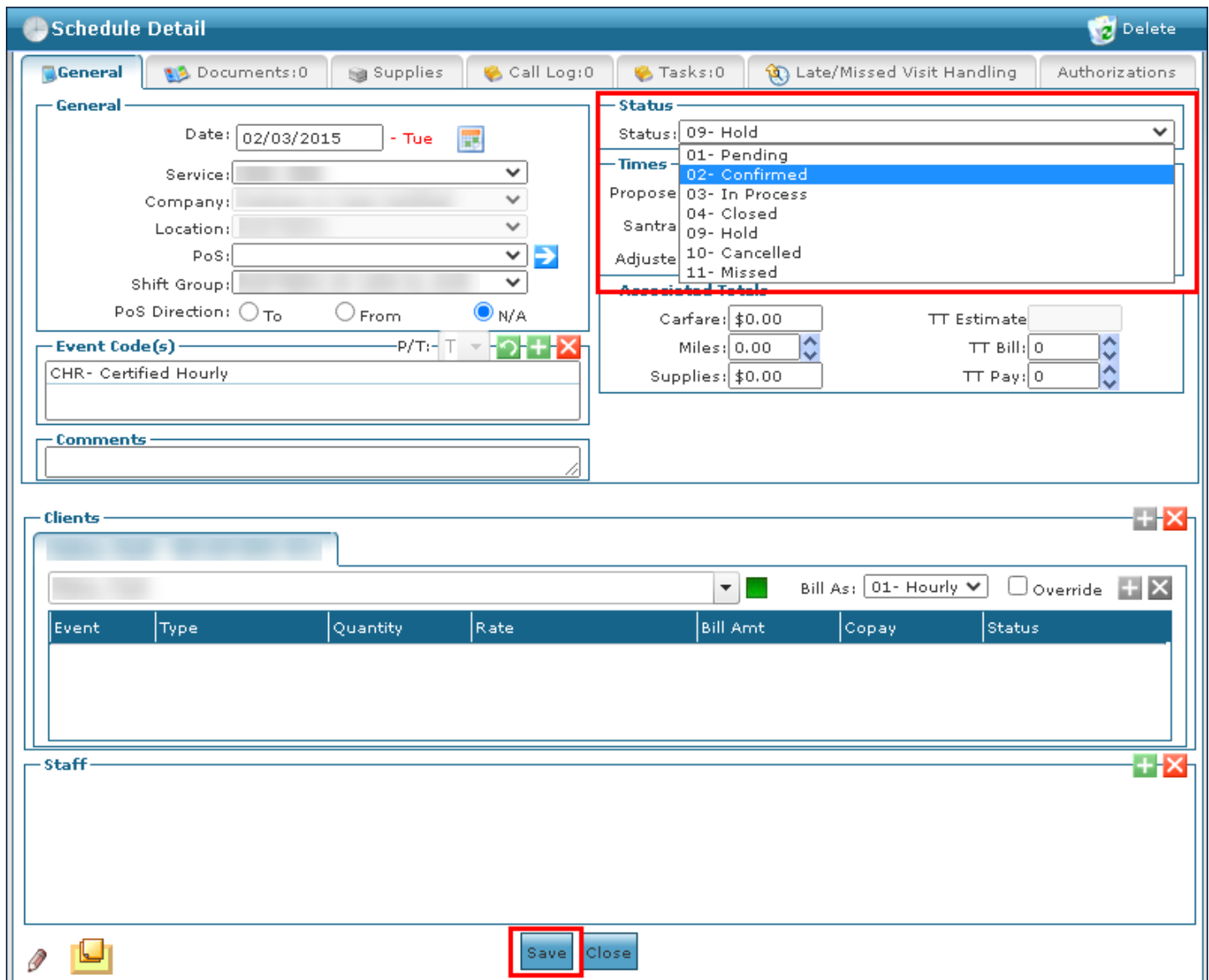
### Client Signature, Service Verification, Visit Verification

#### Resolving an Acknowledgeable Visit

All exceptions must be resolved and cleared to confirm a visit, but in some situations a visit may only need to be acknowledged to correctly process the visit.

To acknowledge an exception not requiring fixing:

1. Navigate to the **Schedule Detail** screen (Main Menu > **Scheduling** > **Santrax Maintenance** > search for and open the applicable visit)
2. Change the status of the visit from '09-Hold' to '02-Confirmed, on the general tab.'
3. Click **Save**.



**Schedule Detail** Delete

General | Documents:0 | Supplies | Call Log:0 | Tasks:0 | Late/Missed Visit Handling | Authorizations

**General**

Date: 02/03/2015 - Tue

Service: [Dropdown]

Company: [Dropdown]

Location: [Dropdown]

PoS: [Dropdown]

Shift Group: [Dropdown]

PoS Direction:  To  From  N/A

**Status**

Status: 09- Hold

- 01- Pending
- 02- Confirmed**
- 03- In Process
- 04- Closed
- 09- Hold
- 10- Cancelled
- 11- Missed

**Associated Totals**

Carfare: \$0.00 TT Estimate: [Field]

Miles: 0.00 TT Bill: 0

Supplies: \$0.00 TT Pay: 0

**Event Code(s)** P/T: T

CHR- Certified Hourly

**Comments**

[Text Area]

**Clients**

[Client Name] Bill As: 01- Hourly  Override

Event	Type	Quantity	Rate	Bill Amt	Copay	Status

**Staff**

[Text Area]

**Save** **Close**

4. Select the appropriate reason code.
5. Click **Save**.

Reason Codes

Select a "Edit" Reason Code

ID	Name	Initiated By
A1	Authorization Incorrect	Member
A2	Authorization Missing	Member
B1	Made changes for billing	Member
B2	No calls received; documentation provided	Member
B3	No out call; documentation provided	Member
B4	No in call; documentation provided	Member
B5	Scheduling Error	Member
M1	Member removed from home by family	Member
M10	Member in a Nursing Facility	Member
M11	Member/Representative Refused Alternative AP Staff	Member
M12	Member/Representative Canceled Due to Holiday	Member
M13	Member Was Not Present/Available	Member
M14	Member Requested a Different Delivery Time	Member
M15	Member Other	Member
M16	Member Emergency	Member

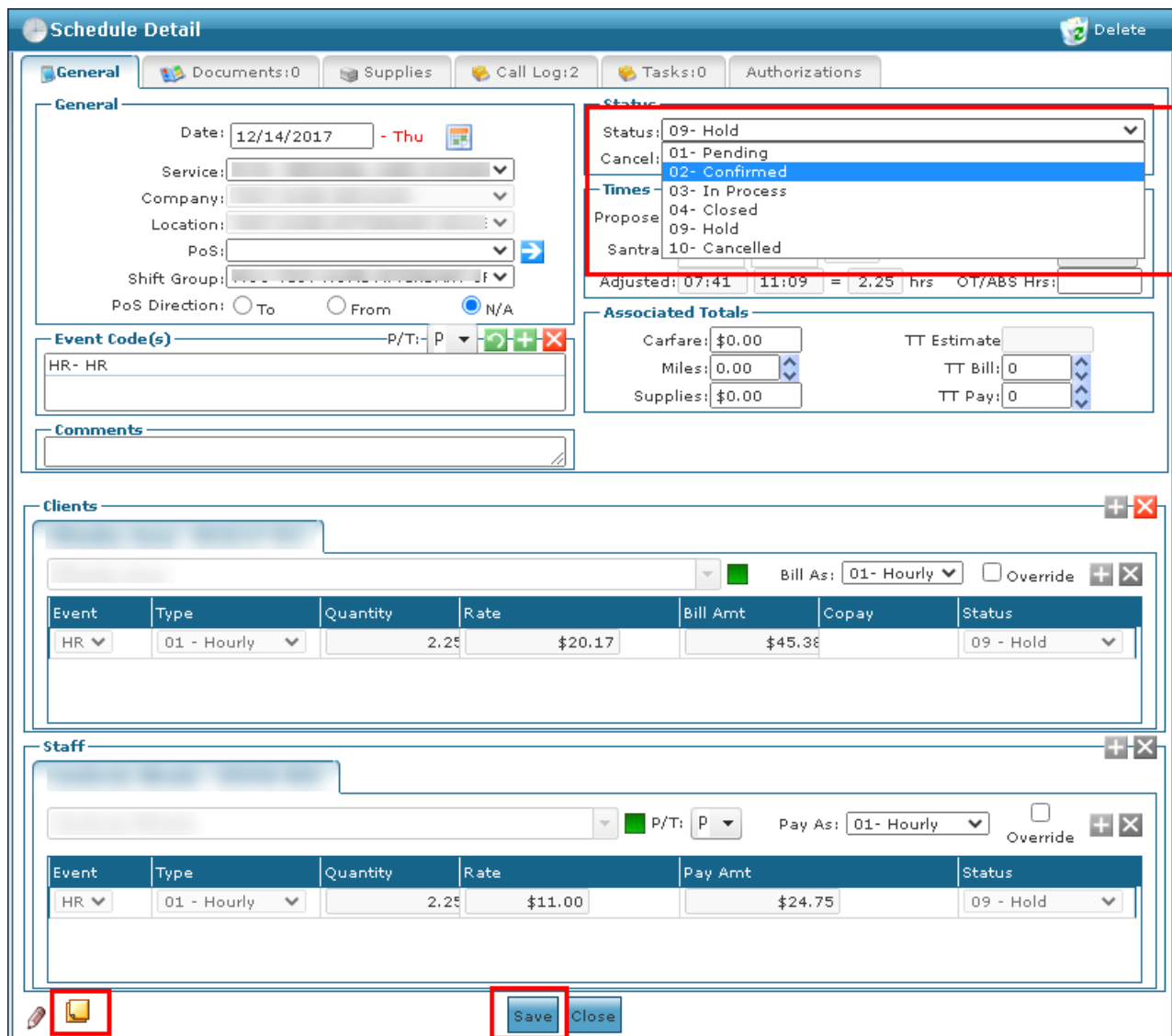
## Exceptions that Must be Fixed

### GPS Distance Exception

When an agency is set up with Sandata Mobile Connect, a GPS Distance exception displays when a call in or call out is placed outside of the configured distance (1 mile) from any of the client's addresses in the system.

### Resolving a GPS Distance Exception

1. Navigate to the **Schedule Detail** screen (Main Menu > **Scheduling** > **Santrax Maintenance** > search for and open the applicable visit)
2. Add a note indicating that the visit took place at a confirmed one-time exception.
3. Change the status of the visit from '09-Hold' to '02-Confirmed, on the general tab.'
4. Click **Save**.



**Schedule Detail**

General

Date: 12/14/2017 - Thu

Service: [Dropdown]

Company: [Dropdown]

Location: [Dropdown]

PoS: [Dropdown]

Shift Group: [Dropdown]

PoS Direction:  To  From  N/A

Event Code(s): HR - HR

Comments: [Text Area]

Status: 09 - Hold

Cancel: 01 - Pending

02 - Confirmed

Times: 03 - In Process

Propose: 04 - Closed

09 - Hold

Santra: 10 - Cancelled

Adjusted: 07:41 11:09 = 2.25 hrs OT/ABS Hrs: [Text]

Associated Totals

Carfare: \$0.00 TT Estimate: [Text]

Miles: 0.00 TT Bill: 0

Supplies: \$0.00 TT Pay: 0

Clients

Bill As: 01 - Hourly  Override

Event	Type	Quantity	Rate	Bill Amt	Copay	Status
HR	01 - Hourly	2.25	\$20.17	\$45.38		09 - Hold

Staff

P/T: P Pay As: 01 - Hourly  Override

Event	Type	Quantity	Rate	Pay Amt	Status
HR	01 - Hourly	2.25	\$11.00	\$24.75	09 - Hold

Save Close

5. Select the appropriate reason code.
6. Click **Save**.



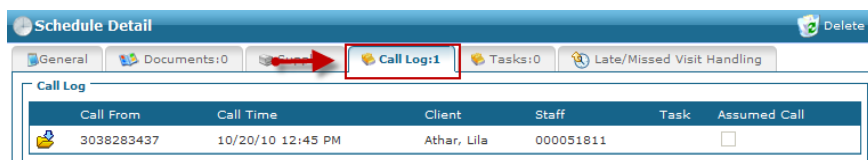
### Unmatched Client ID/Phone Number

This exception displays when there is a scheduled visit, but no visit activity occurred against that scheduled visit. For example, when there is a conflict between a correct client ID # and the phone number the call is being made from. An example of this would be a field staff entering the correct client ID # but the phone number used differs from the client’s current number listed because two clients share a phone.

The process below prevents future unmatched client id/phone number exceptions but will not automatically update visits currently on hold with this exception. The missing call must be merged with the visit, if available and the status of the visit must manually be changed to confirmed.

### Resolving an Unmatched Client Exception

1. Navigate to the call log for the schedule (Main Menu > **Schedule** > **Schedule Detail** > **Call Log**).



2. Confirm the phone number used matches the one on the client’s profile. If the incorrect telephone number is registered to the client, update the client’s telephone number on the client’s profile (Main Menu> **Client**> **General**).