

The Connecticut General Assembly

House Democrats



REP. TERCYAK: GIVE HEALTH CARE PROVIDERS TRANSITION TIME

State Rep. Peter Tercyak (D-New Britain) participated in a forum, hosted by the Human Services Committee, to listen to concerns from private healthcare provider organizations about the Department of Social Services (DSS) [Electronic Visit Verification](#), a new DDS system for keeping track of services provided to clients expected to be implemented by November 1st.

“I have serious concerns in the manner in which this new system is being implemented. The tight timeframe of November 1st that DSS is imposing is very onerous,” Rep. Tercyak said. “I am concerned that our expectations are unfairly weighted against the private sector – more consideration is given when it comes to state agencies that are rolling out new data handling systems.”

Participation in the EVV program is mandatory for clients enrolled in the CT Home Care Program, Personal Care Assistants and Acquired Brain Injury programs.

According to the DSS website the new software program, which will be rolled out through a partnership with Hewlett Packard Enterprise and Sandata Technologies, LLC., is a telephonic and computer-based in-home scheduling, tracking and billing system. Specifically, it intends to document the precise time and type of care provided by care-givers right at the point of care and simplifies billing and scheduling systems consolidating documentation by caregivers.

“As a top provider of home care services to Connecticut residents on the Medicaid funded Home Care Program for Elders, Companions & Homemakers appreciated the opportunity to present our concerns regarding the electronic visit verification implementation as being mandated by the Department of Social Services. The ability to conduct live testing of the system has only recently begun, and with the implementation deadline looming in less than two weeks’ time, there are many technical and operational questions that remain unanswered. Additionally, there is not enough time to train our large workforce by November 1 and not jeopardize the quality of care our clients expect. While our agency agrees that this system is beneficial, we hope this mandate will be postponed indefinitely until further dialogue can take place with provider agencies having a seat at the table, and the chosen vendor(s) of EVV tracking properly vetted and piloted,” said William Geiger, COO Companions & Homemakers, Inc.

“The healthcare providers need more time and a thorough review of the efficacy of the new system before full implementation,” Rep. Tercyak added.

During the public hearing at the State Capitol, care provider agencies asked for more time in order to fully train and understand the new system and ensure that it meets the needs of the clients they represent.

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