

EVV — Mark a Sandata Visit as Non-Billable

Correct a verified Sandata visit that was recorded under the wrong date by marking the incorrect visit as non-billable.

This process updates a verified visit that has already been sent to Sandata so it is marked as a non-billable visit. Only use this process for mistakes such as incorrect dates or accidental visits.

Important Notes

- Do **NOT** use this process to change visit times just to match authorizations.
- NC DHHS requires you to report the actual time worked. If needed, adjust other visits later.

Step 1 — Mark the Incorrect Visit as Non-Billable

- Go to **EVV Visits** and select the incorrect visit.
- Click **Edit** (☐☐ [unlock](#) if the visit is already charged).
- Uncheck **Bill Visit**, then click **Update Visits**.
- This sends an update to Sandata marking the visit as non-billable.
- The visit will show in Barnestorm as *Cancelled*.
- **Optional:** Once confirmed in Sandata as non-billable, you

may:

- o Edit the visit in Barnestorm to a non-chargeable visit code, or
- o Remove the visit entirely.
- ☐ You're done if the visit does not need to be replaced.

Step 2 — Add the Correct Visit Manually

- While still in **EVV Visits**, make sure the correct patient is selected.
- Click **Add Visit**.
- Enter the correct date and time.
- Check **Bill Visit**.
- Click **Reload Tasks** and select the needed tasks.
- Click **Add Visit**.
- Double-click the new visit to send it to Sandata.

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Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51678.aspx>