

Claims Denying Due to Incorrect Units in Sandata

Barnestorm rounds visit time based on seconds, where it appears Sandata ignores the seconds. We added a report to show visits that were one minute off that caused the units billed to be more than what Sandata has.

Reports > Visits > 02.75 EVV Visits Rounded Differently

If you do not have this report, then you'll need to click the **Download New Reports** button and wait for that to reload all reports.

How to Correct

NC Medicaid will deny the dates of service in the claim for the patient related to incorrect units. You can rebill the visit dates, excluding the date with unit error. Edit the EVV Visit in Barnestorm to match the Sandata hours. Then, you can rebill the visit(s) that was corrected.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51692.aspx>