



EVV BILLING ERROR: SELECTING THE DO NOT BILL BOX

The 'Do Not Bill' box is to be used to indicate that a claim will not be billed against, which puts it in a "deleted" status.

Claims can only match to verified visits and these visits will not match.

This means that claims will not match, will post an error, and will deny in the future.

Where To Look

You can see this in the Aggregator (Provider Choice) and Sandata Portal (State Solution).

Guidance



- **State Solution** – unmark the box. Don't use this if you want to bill for this claim. No penalties for not checking this box, and not billing.
- **Provider Choice** – talk to your vendor. They are sending this status and may not know. See [Requirements for AltEVV](#)



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Policy & Financing

If you're still having trouble, contact Sandata and ask how to unmark this box.

Learn More About EVV

VISIT US AT [HTTPS://WWW.COLORADO.GOV/PACIFIC/HCPF/EVV-MAIN](https://www.colorado.gov/pacific/hcpf/evv-main)