

Frequently Asked Questions: Electronic Visit Verification (EVV)

OHIO DEPARTMENT OF MEDICAID

APRIL 2017

The Ohio Department of Medicaid (ODM) will begin using an [Electronic Visit Verification \(EVV\)](#) system for many home and community-based services in November 2017. EVV is an electronic system that verifies when provider visits occur and documents the precise time services begin and end. It ensures that individuals receive their medically necessary services. Following are Frequently Asked Questions and Answers.

GENERAL

What Medicaid services will EVV monitor?

- State Plan Home Health Aide
- State Plan Home Health Nursing
- Private Duty Nursing (PDN)
- Ohio Home Care Waiver Nursing
- Ohio Home Care Waiver Personal Care Aide
- Home Care Attendant (for Ohio Home Care Waiver)
- RN assessment

Will EVV apply to services billed directly to Medicaid or Managed Care plans?

- EVV will apply to services billed directly to Medicaid (known as fee-for-service) first. Services billed to Managed Care plans will be included later.

What are the benefits of an EVV system?

- It helps providers track individual worker's activity, which reduces the likelihood for error or fraud
- It increases efficiency because tracking is automated and claims submission is cleaner
- It improves quality of care by making workers' activities transparent and measurable.

Who is Ohio Medicaid's contractor for the EVV system?

- ODM has contracted with [Sandata Technologies LLC](#) to deliver the EVV system, as well as to provide system orientation and training to providers.

Do I have to use EVV?

- Yes. In order for Medicaid to reimburse you for providing the above services, you must use the Sandata EVV system or an authorized, alternate EVV system.

What is the timeline for deployment, education and training on the EVV system?

- Sandata sent a survey to providers in December 2016 to gain information to assist in building the Ohio EVV System.
- Full EVV training will take place in fall 2017 and providers will be able to access their Sandata EVV accounts once they have completed training.

- Providers will receive regular implementation updates.
- Providers should also check ODM's EVV website regularly for updated information.

How will I submit my claims once the new EVV system in place?

- The claims submission process will not change. Providers will need to report visit start and end times on claims for services subject to EVV requirements and new edits related to EVV will be applied.

Is there a cost to me for using the EVV system?

- There is no cost to providers that use Sandata's EVV system. However, there may be a cost to providers who choose to use an alternate EVV system.
- There is no cost to individuals using services subject to EVV requirements.

If I am already using an EVV technology, do I have to switch to the Ohio Medicaid EVV system?

- You may continue to use your current EVV system but you must meet Ohio Medicaid EVV business requirements and Sandata technical specifications. Both the [business requirements](#) and the [technical specifications](#) are available on the ODM website.
- Providers will be responsible for working with Sandata and for any interface costs if they choose to use their own system.

Who is responsible for installing the Sandata EVV system?

- There is nothing to install. Your agency, including all users, will access the Sandata EVV system via the web. This requires a current web browser and sufficient internet connectivity.

How does the EVV mobile device get to the consumer?

- Mobile devices, such as smartphones, will be sent by mail to the individual receiving services before the EVV program begins. The mobile device will stay with the individual until he or she no longer needs services. At that time, the device is returned to the vendor at no cost to the individual.

How will an individual verify times and service?

- An individual will have the ability to verify times and service by recording their voice approval or providing a digital signature. Voice verification is the primary verification method.

Will Sandata help agencies upload data into the EVV system?

- As a one-time courtesy prior to going live, Sandata will help agencies that serve 80 or more individuals using Medicaid-covered services by offering a spreadsheet for the agency to populate with their direct care workers and individuals using Medicaid-covered services. . When the agency returns the completed spreadsheet, Sandata will upload the data into the EVV system.

How can I ensure that I receive all the information I need about the Ohio Medicaid EVV program?

- Keep your email and home address current in the Medicaid Information System ((MITS). You can update your contact information by logging in to your account on the [ODM secure Provider Portal](#) and updating the information under the "demographics" tab.

- If you have not established your secure account, Please call the Provider Hotline at 1 (800) 686-1516 for assistance.

ALTERNATE EVV SYSTEMS

What if my Alternate EVV System vendor cannot map its values to ODM's field values?

- The data in the aggregator must be consistent across the program. Therefore, Alternate EVV Systems must send the same values in the format and manner specified in the technical specification. You must use Sandata's EVV system if your vendor cannot accommodate the values, format or interface requirements defined in the [Alternate EVV System technical specifications](#).

If my EVV vendor builds an interface for another agency, can I use it?

- It depends. Alternate EVV vendors' applications may vary. Even though one agency has an approved interface to the aggregator it does not guarantee it will work for your agency.
- You must complete the testing process to ensure the interface works with your Alternate EVV System and to gain Sandata's approval.

When must I complete my interface to the Aggregator?

- EVV implementation is planned for November 13, 2017. If you choose to use an alternate EVV system at the start of the program, your alternate EVV system should be approved and functional at least 60 days before the implementation date.
- If you plan to use an alternate EVV system, please contact ConnectMyEVV@etraonline.net to initiate the process to link to the Sandata aggregator. Your system should be approved and functional at least 60 days before the planned November 13, 2017, EVV implementation date. It is important to allow sufficient time for development and testing.
- If you have questions about using an alternate EVV system, please call the EVV Customer Care line at 1 (855) 805-3505.

How does a provider successfully integrate with Sandata's Aggregator?

- The technical specifications can be found [here](#) and agencies may begin the certification process at that point.
- The certification process can begin once the technical specifications are posted. Agencies should work with Sandata to establish an agreed-upon date for testing.
- If you plan to use an alternate EVV system, please contact ConnectMyEVV@etraonline.net to initiate the process to link to the Sandata aggregator. Your system should be approved and functional at least 60 days before the planned November 13, 2017, EVV implementation date. It is important to allow sufficient time for development and testing.
- The Sandata EVV System will be required until a provider achieves successful certification has been achieved.

What if my agency and my EVV vendor cannot meet the EVV implementation launch date in November?

- If an agency and its vendor cannot meet this timeframe, the following activities must occur to support their use of the Sandata EVV system at launch:
 1. The provider must notify ConnectMyEVV@etraconline.net that it will not be ready to use the Alternate EVV interface at launch, and will instead use the Sandata EVV system.
 - a. The provider will need to supply the list of all provider IDs that are impacted by this change.
 2. The provider will need to log onto the eTRAC system to enter all of the individuals it provides service to (in order to have their EVV device deliveries processed).
 3. Sandata will then perform the buildout, configuration and delivery of the agency's new Santrax EVV instance(s).
 4. The provider will need to schedule and participate in Santrax system training.
 5. Once the agency completes its training, Sandata will create and deliver the agency's welcome kit(s), in order to give the provider access to the Santrax system(s).
 6. The agency will access its EVV system to setup and enter its staff information.
 7. The agency will also enter the individual it serves into the EVV system(s).
 - Agencies serving more than 80 individuals enrolled in Medicaid may have their initial caregiver and client data loaded via spreadsheet by Sandata.
 8. The provider is now ready to use the Santrax system for EVV on launch.
- Sandata will continue to provide support to providers to prepare them for participation in the ODM EVV program.

For assistance, contact:

- For general questions about the EVV program:
 - Ohio Medicaid Provider Hotline at 1 (800) 686-1515
- For technical questions about using an alternate EVV system:
 - Customer Care at 1 (855) 805-3505