

Electronic Visit Verification (EVV) Frequently Asked Questions

Ohio Department of Medicaid

February 2018

The Ohio Department of Medicaid (ODM) began using an Electronic Visit Verification (EVV) system for many home and community-based services on January 8, 2018. EVV is an electronic system that verifies when provider visits occur and documents the precise time services begin and end. Following are Frequently Asked Questions and Answers.

Why is ODM implementing an EVV system?

- Congress passed a federal law requiring State Medicaid programs to implement an EVV system for certain home and community-based services. The law is commonly referred to as the 21st Century Cures Act. The provisions of the Cures Act that address EVV can be found at section 12006 of the H.R. 34 (114th Congress) (2015-2016).

GENERAL QUESTIONS

Will EVV apply to services billed directly to Medicaid?

- EVV will apply to selected services billed directly to Medicaid (known as fee-for-service) beginning on January 8, 2018. Those services include the following:
 - ✓ State Plan Home Health Aide
 - ✓ State Plan Home Health Nursing – RN
 - ✓ State Plan Home Health Nursing - LPN
 - ✓ State Plan Private Duty Nursing (PDN)
 - ✓ Ohio Home Care Waiver Nursing – RN
 - ✓ Ohio Home Care Waiver Nursing – LPN
 - ✓ Ohio Home Care Waiver Personal Care Aide
 - ✓ Ohio Home Care Waiver Home Care Attendant
 - ✓ State Plan RN assessment

Will EVV apply to services billed to Ohio's Medicaid Managed Care Plans?

- No, services billed to Ohio's Medicaid Managed Care Plans will be included in EVV at a future date.

Will EVV apply to services provided through PASSPORT or the Assisted Living Waiver?

- No, EVV does not apply to services provided through PASSPORT or the Assisted Living Waiver at this time, but will be included at a future date. However, if an individual is enrolled in either PASSPORT or the Assisted Living Waiver and uses state plan services subject to EVV requirements, their provider will be required to verify visits using EVV.

Will EVV apply to services provided through a waiver administered by the Ohio Department of Developmental Disabilities (DODD)?

- No, EVV does not apply to services provided through a waiver administered by DODD at this time, but will be included at a future date. But if an individual is enrolled in a waiver administered by DODD and uses state plan services subject to EVV requirements, their provider will be required to verify visits using EVV.

What are the benefits of an EVV system?

- It records individual worker's activity, which reduces the likelihood for error or fraud.
- It increases efficiency because reporting 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 for the EVV system, provider training and technical support.

Who is responsible for installing the Sandata EVV system?

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

DEVICE QUESTIONS

Why are there cameras on the device?

- The devices used for the Ohio EVV Program are repurposed smartphones. While there are cameras on the devices, the cameras are not operational and were disabled during configuration.

Can the cameras or microphone be remotely turned on?

- No. The cameras are completely disabled and the microphone only comes on when the individual receiving services is uses the recording function to provide a voice verification of service delivery.

Is the device tracking my movements and how secure is the device and data that is transmitted?

- We want to assure you that the Electronic Visit Verification (EVV) device is **not** a tracking device and does not track an individual's movements. Rather, the EVV device records certain elements that are required by the CURES Act, including the location when the provider starts and ends a visit. The location where services get provided is already required to be documented by your provider under the current rules. Therefore, the only change in this regard is the way in which the information is being transmitted to ODM. Again, the device is **not** tracking individuals but rather merely recording where a provider starts and ends the visit. Regarding your data breach concerns, our vendor Sandata has taken every precaution to ensure their systems are resilient. To that end, all data communications are encrypted between the device and Sandata's systems. Additionally, the device itself is fully encrypted. If or when data is stored in Sandata's back-end systems, it is encrypted to the level such that even if the disk drives were compromised, the data is still unreadable and unusable to anyone. Sandata's security levels adhere to the standards set forth by the Health Insurance Portability and

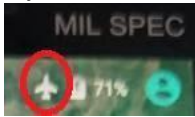
Accountability Act of 1996 (better known as HIPAA), National Institutes of Standards and Technology and the Federal Information Processing Standards. The security levels are validated by third-party information technology audits and testing. Sandata continually improves its security posture to maintain these high standards. We hope this information helps alleviate your concerns. Please let us know if you need more information.

If a client already has a device and we know that do we still have to request a device?

- Yes. You want to ensure you are connected to your individual in the eTrac system so Sandata will know to verify a device return with you in the event another provider requests the device to be returned.

What happens if I accidentally switch the device to airplane mode?

- If you see a small airplane appear at the top of the device screen, then you are in airplane mode.



- This can be fixed by holding down the power button and clicking the airplane mode option to turn it off.

Can you use a stylus with the EVV Device?

- Yes, but a stylus will not be provided with the device.

What will it cost the individual to charge the EVV device battery?

- The battery on the CAT and LG phones are standard cell phone batteries with a capacity of 2630 mAh or about 10 watt hours. If you fully drained and recharged the phone every day, it would need about 4kwh in a year or about \$1.00 per year depending on the electric rates.

Although we don't have specific information on the CAT or LG devices, this is a rough guesstimate based on the battery life and a great article explaining it.

<https://www.forbes.com/sites/christopherhelman/2013/09/07/how-much-energy-does-your-iphone-and-other-devices-use-and-what-to-do-about-it/#6b0f73472f70>

PROVIDER QUESTIONS

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

- You must keep your email and home address current in the Medicaid Information Technology System (MITS). You can update your contact information by using the following steps:
 1. Go to this link: <http://medicaid.ohio.gov/PROVIDERS/MITS/MITSSupport.aspx#775236-how-do-you-change-the-email-address-on-your-account>
 2. Log into the MITS Portal
 3. On the "Landing Page" click on the "My Information" link. This will take you to the "Update My Security Information" page.
 4. Update your email address and other identifying information on this page, then click "OK".
- If you have not established your secure account, or are unsure of your log in information, please call

the Provider Hotline at 1 (800) 686-1516 for assistance.

Do I have to use EVV?

- If you provide a service subject to EVV and your claims are sent to Medicaid for payment (known as fee-for-service), you must use EVV as of January 8, 2018. The services subject to EVV include the following:
 - ✓ State Plan Home Health Aide
 - ✓ State Plan Home Health Nursing – RN
 - ✓ State Plan Home Health Nursing - LPN
 - ✓ State Plan Private Duty Nursing (PDN)
 - ✓ Ohio Home Care Waiver Nursing – RN
 - ✓ Ohio Home Care Waiver Nursing – LPN
 - ✓ Ohio Home Care Waiver Personal Care Aide
 - ✓ Ohio Home Care Waiver Home Care Attendant
 - ✓ State Plan RN assessment

Do I have to use the Sandata EVV system?

- Non-agency providers are required to use the Sandata EVV system. Agency providers may choose to use an alternate data collection system that has been approved by ODM.

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

- There is no cost to any provider or individual for the Sandata EVV system. However, there may be a cost to agency providers who choose to use an alternate EVV system.

I am an agency provider. If I am already using an EVV technology, do I have to switch to the Ohio's 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.
(<http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>).
- Providers will be responsible for working with Sandata and for any interface costs charged by their vendors if they choose to use their own system.

Are there any exceptions to EVV requirements?

- There are three exceptions to EVV requirements for services subject to EVV. Those exceptions include the following:
 - ✓ Services billed directly to Ohio Medicaid Managed Care Plans, to be included at a future date.
 - ✓ Services provided in a group setting, to be included at a future date
 - ✓ Services with an expected duration of care of 90 days or less.

How do individuals receiving services subject to EVV receive a device?

- Medicaid providers will be required to request devices for individuals they serve when they are receiving any of the qualifying services. Device requests can be submitted beginning after EVV training is completed at <https://etraonline.net/login>.

How does the EVV device get to the individual?

- Mobile devices will be mailed to the individual receiving services once their provider submits the

request. The mobile device will stay with the individual until he or she no longer needs qualifying services. At that time, the device is returned to the vendor at no cost to the provider or individual.

How do I determine the expected duration of care?

- The expected duration of care is the number of calendar days beginning on the first date a qualifying service is provided and ending on the last day when services are expected to be provided.
- The 90 days are calculated from the first day of service, not from the go live date of January 8, 2018. However, providers may use their discretion and judgment around those individuals whose expected duration of services are expected to end by March 30, 2018.

What happens if I need to run errands for my individual prior to arriving at his or her home to provide authorized services?

- EVV does not affect access to care or provision of services. If the service you are providing allows errands (as do services available through the Ohio Home Care Waiver), and the services are in the Person-Centered Services Plan (PCSP), you can continue to complete errands for the individual prior to arriving at the individual's home.
- In this instance, the caregiver should use the device to start the visit when they arrive at the individual's home. The provider will need to use Visit Maintenance to adjust the start time and should maintain documentation supporting the adjusted start time.

How will an individual verify times and service?

- An individual or authorized representative will have the ability to verify times and service by voice recording or a digital signature. Voice verification is the preferred verification method. You want to ensure any authorized representative is included in the Person-Centered Services Plan.

Will caregivers still be required to complete time sheets and collect signatures from individuals to verify services/tasks completed each visit?

- EVV will replace individual and provider verification signatures on paper, but EVV does not replace any requirements for clinical notes or other documentation required in Ohio Administrative Code Rules. Supporting documentation must be maintained to support any changes to visit information after a visit has been confirmed or when visits are entered manually in the EVV system. In addition, supporting documentation is required to document all steps taken to clear exceptions in the EVV system.

What do I do if my client is asleep when it is time to verify services?

- If your client is asleep, you have the ability to skip the verification, but you will need to obtain supporting written documentation. You want to make sure any exceptions to verification are documented in the PCSP. If it is, then you can bypass this verification and maintain written documentation in compliance with the PCSP.

Will Sandata help agencies upload data into the EVV system?

- Sandata offers a spreadsheet option for agencies serving 80 or more individuals and/or 80 or more direct care workers using Medicaid-covered services. Those agencies can populate the spreadsheet 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. After the initial

upload, the agency is responsible for maintaining EVV data.

What happens if the individual's EVV device cannot connect to the system?

- If GPS or cellular coverage are not a viable option for a specific visit, you can use telephony or manual visit verification to capture visit information.

What do I do when I am no longer providing services subject to EVV requirements to an individual?

- You will use eTrac to notify Sandata when you are no longer providing services subject to EVV requirements to the individual. Sandata will determine whether any other providers are still caring for the individual. If the individual is no longer receiving any services subject to EVV, Sandata will send prepaid packaging that can be used to return the device to the individual. The eTrac portal can be found at <https://etraonline.net/login>.

Will I have access to the Sandata aggregator?

- All agency providers will have access to the Sandata aggregator when they begin to record visit information using EVV.

How long is it between when visit information is entered and when I can see it in the Sandata EVV portal?

- Visit information is generally available in the Sandata EVV Portal in near real time.

How often do passwords expire?

- Passwords expire every 60 days. Providers will receive notice via email when it's time to update the passwords.

Does every employee have to have an email address? What if they do not have a work email or a personal email?

- Every employee who has access to Sandata or MVV will need a unique email address. Free email accounts can be easily obtained through sites such as Gmail, Hotmail, and Yahoo just to list a few.

Can you use the same email address for all employees that do not have an active email address or access to a computer?

- Every employee who has access to Sandata or MVV will need a unique email address. Free email accounts can be easily obtained through sites such as Gmail, Hotmail, and Yahoo just to list a few.

If I work for multiple agencies, do I have multiple Santrax ID's? And what do I do if I enter the wrong one?

- Yes, there will be a unique Santrax ID for each agency you work with. If you enter the wrong one, and the system allows you to continue, but you will want to notify the agency biller to discuss options.

What do I need to do if an individual I care for moves?

- You will need to update the individual's address information in the Sandata EVV portal.

What do I do if the device cannot be used for the individual I care for or the individual refuses to use the device?

- Telephony is the primary alternative to the EVV device. If telephony cannot be used, you can use the Visit Maintenance functionality in the Sandata EVV system to manually enter the visit. You want to ensure that your individual's unique situation is captured in the Person-Centered Services Plan.

Can more than one provider use the same device to record services to an individual?

- Yes. Every caregiver will have unique log in credentials so that the device can be used by all the caregivers who provide services to an individual.

Does the caregiver have to use a phone in the individual's home for telephony?

- No, the caregiver can use any phone to record a visit using telephony. It's important that the provider ensure all numbers consistently being used for telephony are listed in the EVV System to avoid exceptions.

How many addresses can I add for places that I provide services?

- Sandata can accommodate as many addresses as you need.

Will EVV alert caregivers if they did not complete an earlier visit?

- When a caregiver logs into the EVV device, the system will check for any open visits using the same log-in credentials. If the system finds an open visit, the caregiver will be asked to abandon the visit (if he or she needs to open a new visit) or to complete a visit. If a visit is abandoned, a "missing out call" exception will post, and the provider will need to use the Visit Maintenance functionality to clear the exception.

Will EVV be used to document skilled therapy services?

- Skilled therapy services are not included in EVV at this time.

Does EVV apply to services provided to individuals living in a nursing home?

- Medicaid does not cover any of the services subject to EVV for individuals residing in nursing homes, so there are no EVV requirements that are applicable to services provided in nursing homes.

TRAINING QUESTIONS

What kind of training will be available for providers?

- Prior to the implementation on January 8, 2018, training was offered in three ways. Providers chose a classroom setting, an instructor led webinar training or self-paced, on-line training.
- Self-paced, on-line training will be available for the life of the program and providers can take the self-paced training as often as they need to.

When is training?

- Classroom and webinar training began on November 1, 2017 and ended on December 20, 2017.
- Self-paced, on-line training began on November 18, 2017 and will be available for the life of the program.

How do I take self-paced, online training?

- Agency providers can register for training at <https://www.sandatalearn.com?KeyName=ODMEVVAgencyTraining>.
- Non-agency providers can register for training at <https://www.sandatalearn.com?KeyName=ODMEVVNonAgencyTraining>.

Do I have to go to training?

- All providers of services subject to EVV must complete training prior to receiving log-in credentials for the EVV system. Providers new to the Medicaid program after January 8, 2018 must complete the required training during the provider application process and before they will receive a Medicaid provider agreement.

Can we use EVV training for continuing education credits?

- Yes, ODM has approved three (3) hours of CE.

Will agencies have access to an EVV device that they can use to train their staff?

- Agencies can request one device per Medicaid ID for training purposes. Those requests can be sent to EVV@medicaid.ohio.gov. Requests should include:
 1. Provider Medicaid ID;
 2. Agency Name;
 3. Mailing Address (No PO Box);
 4. Telephone Number; and
 5. Contact NameNote: Someone will need to sign for the device.

Can I bill Medicaid for the time I spend in training?

- No. Training is offered free of charge to all Medicaid Providers affected by EVV deployment. You cannot submit a claim for payment while accumulating your training hours as Medicaid reimburses only for medically necessary services.

BILLING QUESTIONS

How will EVV impact billing?

- Providers participating in EVV will notice some changes when submitting claims to ODM. Times of service will now be optional in the MITS portal and on the EDI claims.

How will I report time on an EDI (837P) claim?

- ODM 837 Professional Companion Guides will be updated to contain the following information:
 1. Loop ID – 2400 Service Line Number
 2. NTE – Line Note segment
 3. NTE 01 = ADD
 4. NTE 02 = HHMMxxHHMMxx for all detail lines on EVV claims
 - a. 'xx' = AM or PM

5. NTE 02 = HHMMxxHHMMxxY when the service is 90 days or less
 - a. 'xx' = AM or PM

How will I report time on a claim I enter through the Medicaid portal?

- New have been added to MITS portal where you submit claims to collect the start time, the end time and the 90 day indicator. The start and end times are optional fields.

What happens if the times on my claim don't match the times recorded in the EVV System?

- If you choose to provide times on claims submitted to ODM, those times will not be matched to times recorded in the EVV system. Instead claims will be matched to visits in the EVV system using the U2 and U3 modifiers and the number of units billed.

Can I get information from the EVV System that I can use in my own billing system?

- Reports from the EVV System can be exported in PDF, Excel and .csv formats.

INDIVIDUAL QUESTIONS

Is there a cost for using EVV?

- There is no cost to any individual for using the EVV System.

How will I get an EVV device?

- Your provider will request a device for you. The device will be delivered to your home by Federal Express (FedEx).

What happens when I am no longer receiving qualifying services?

- Your provider or providers will notify Sandata that they are no longer providing services to you. Sandata will send you an envelope you can use to return the device at no cost to you through the United States Postal Service (USPS).

What happens if my caregiver runs errands for me before he comes to my house?

- EVV does not affect access to care or provision of services. If the service your caregiver is providing allows errands (as do services available through the Ohio Home Care Waiver), and the services are on the PCSP, EVV permits the caregiver to complete errands for you prior to arriving at your home.

How will I verify times and service?

- You or your authorized representative will verify times and service by voice recording or digital signature. Voice verification is the primary verification method.

What if I move?

- You should take your device with you, and your caregivers can use the device at your new home.

Do I need training for the EVV device?

- You do not need training for the EVV device, but you may want to talk to your caregiver about EVV.

There is also a video posted on the ODM web page that will provide more information. <http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>.

Will telephony go away on January 1, 2019?

- Answer: No, telephony will remain an option when MVV cannot be used for any reason.

ALTERNATE EVV SYSTEMS for AGENCY PROVIDERS

I am an agency and have my own EVV system. How do I interface with Sandata?

- Please see the EVV [Business Requirements for Alternate EVV Data Collection Components](http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Alternate-EVV-System-Requirements.pdf) (<http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Alternate-EVV-System-Requirements.pdf>) and [Alternate Data Collection Systems Interface Specifications](http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV_Technical_Specifications.pdf) (http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV_Technical_Specifications.pdf) to see if your system meets the requirements to participate in the ODM EVV program using an alternate EVV system.

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](http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV_Technical_Specifications.pdf) (http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV_Technical_Specifications.pdf).

If my alternate vendor already went through the Sandata certification process, do I need to complete the certification process also?

- Yes. 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.

Can a non-agency provider contract with an alternate vendor?

- No. ODM will provide Sandata's EVV system free-of-charge to non-agency providers. Non-agency providers must use Sandata's EVV system.

When must I complete my interface to the Aggregator?

- Providers planning to use an alternate data collection system are encouraged to begin the certification process as soon as possible. ODM plans to match claims to visit data in the EVV system beginning in July 2018. All providers must have visit information in the aggregator at this time in order to ensure payment of claims.

How do I start the certification process?

- If you plan to use an alternate EVV system, please contact ConnectMyEVV@etraonline.net to initiate the process to link to the Sandata aggregator. If you have questions about using an alternate EVV system, please call the EVV Customer Care line at 1 (855) 805-3505.

Additional Resources

Current information is published on the ODM website.

- <http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>

For Provider Assistance:

- Send questions to EVV@medicaid.ohio.gov.
- For general questions about the EVV program:
- Ohio Medicaid Provider Hotline at 1 (800) 686-1516
- For technical questions about using the Sandata EVV system or an alternate EVV system:
 - ✓ Customer Care at 1 (855) 805-3505

For Assistance for Individuals Using Long Term Services and Supports:

- Send questions to EVV@medicaid.ohio.gov.
- Ohio Medicaid Consumer Hotline at 1 (800)324-8680