

# Alternate (Alt) Electronic Visit Verification (EVV) Certification Process and Changes Webinar

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- Dial any one of these numbers:  
(408) 243-5830, (646) 876-9923, or (669) 900-6833
- Enter the Webinar Number: **263-034-856**
- If prompted for an attendee ID, press #



## Sound Test

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[Medicaid.ohio.gov/EVV](https://medicaid.ohio.gov/EVV)



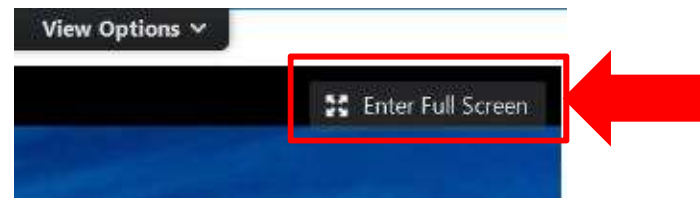
## Webinar Questions

All attendees will be put on mute. To ask a question, you can select the **Q&A icon** and type your question in the box provided, on the bottom, right-hand side of the screen.

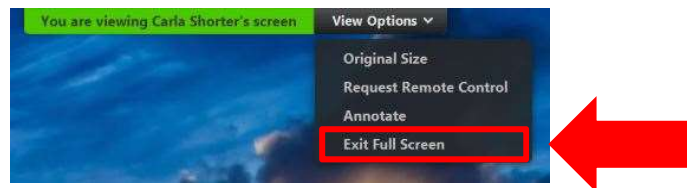
Your instructor and the EVV team will answer as many questions as possible during the time allotted, at the end of the webinar.

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## Agenda

- What is an Alt EVV system and who is eligible for it
- Important information and resources
- What is the process to certify an Alt EVV system
- Recent changes to the Alt EVV certification process

# WHAT IS AN ALT EVV SYSTEM?

## What is an Alt EVV system and who is eligible for one?

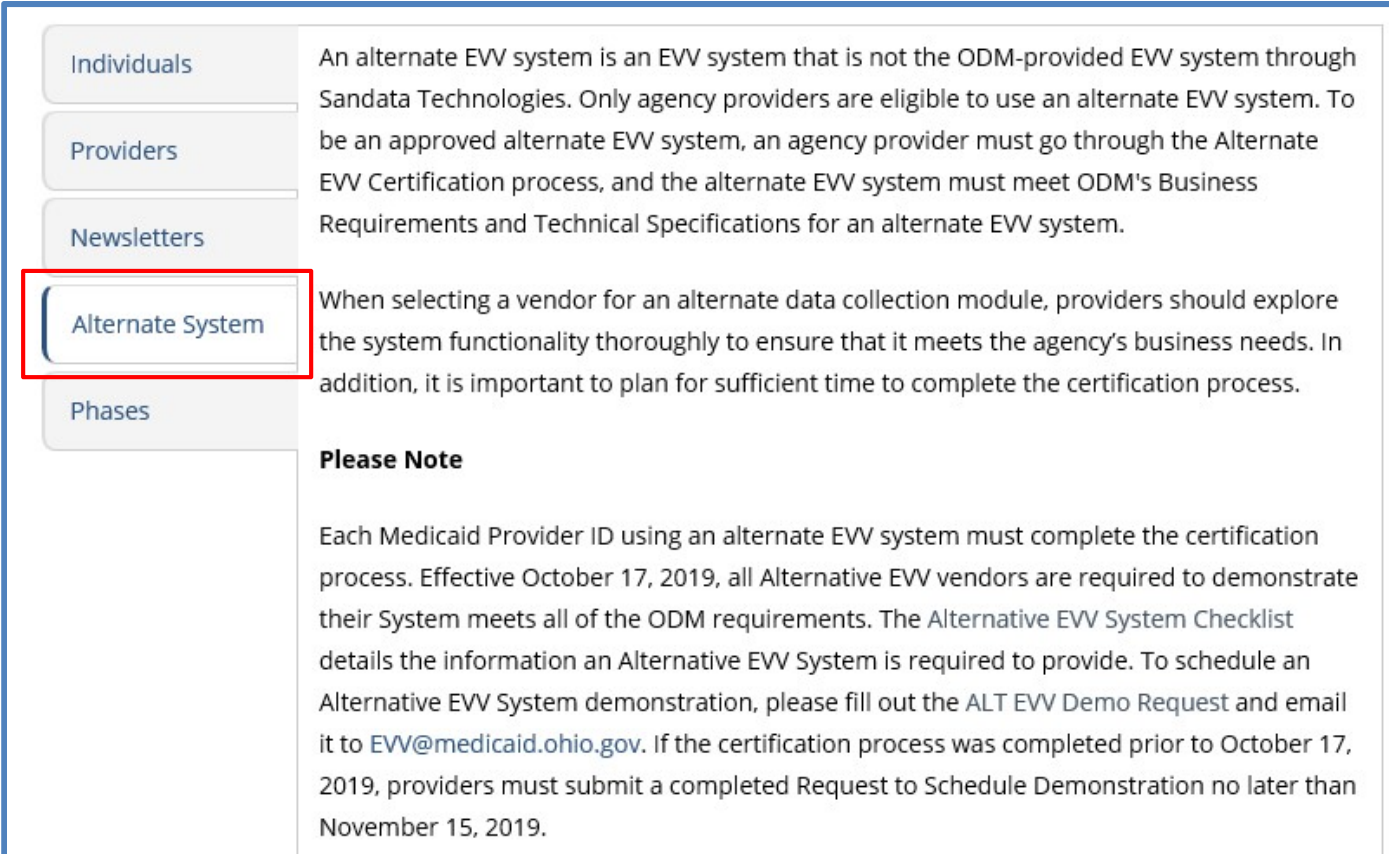
- Ohio Department of Medicaid (ODM) provides an EVV system, free-of-charge, through Sandata Technologies
- Alt EVV system = a different (alternate) system than Sandata's EVV system that also captures the required information for the ODM EVV program
- Agency providers may choose to use an Alt EVV system for capturing the required EVV data

# **ALT EVV: IMPORTANT INFORMATION AND RESOURCES**



## Source of Information: ODM Webpage

- <http://Medicaid.ohio.gov/EVV>
- *Alternate System* tab



The screenshot displays a web interface with a left-hand navigation menu and a main content area. The navigation menu includes the following items: Individuals, Providers, Newsletters, Alternate System (highlighted with a red rectangular box), and Phases. The main content area contains text explaining the alternate EVV system, a 'Please Note' section, and a paragraph detailing the certification process for providers.

**Individuals**

**Providers**

**Newsletters**

**Alternate System**

**Phases**

An alternate EVV system is an EVV system that is not the ODM-provided EVV system through Sandata Technologies. Only agency providers are eligible to use an alternate EVV system. To be an approved alternate EVV system, an agency provider must go through the Alternate EVV Certification process, and the alternate EVV system must meet ODM's Business Requirements and Technical Specifications for an alternate EVV system.

When selecting a vendor for an alternate data collection module, providers should explore the system functionality thoroughly to ensure that it meets the agency's business needs. In addition, it is important to plan for sufficient time to complete the certification process.

**Please Note**

Each Medicaid Provider ID using an alternate EVV system must complete the certification process. Effective October 17, 2019, all Alternative EVV vendors are required to demonstrate their System meets all of the ODM requirements. The Alternative EVV System Checklist details the information an Alternative EVV System is required to provide. To schedule an Alternative EVV System demonstration, please fill out the ALT EVV Demo Request and email it to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov). If the certification process was completed prior to October 17, 2019, providers must submit a completed Request to Schedule Demonstration no later than November 15, 2019.

# Key Information

- **ALL** Alt EVV documentation is important

**Note: Providers' Alt EVV system must meet all of the requirements in both:**

- 1) Business Requirements**
- 2) Technical Specifications**

Alternate System

Phases

When selecting a vendor for an alternate data collection module, providers should explore the system functionality thoroughly to ensure that it meets the agency's business needs. In addition, it is important to plan for sufficient time to complete the certification process.

**Please Note**

Each Medicaid Provider ID using an alternate EVV system must complete the certification process. Effective October 17, 2019, all Alternative EVV vendors are required to demonstrate their System meets all of the ODM requirements. The Alternative EVV System Checklist details the information an Alternative EVV System is required to provide. To schedule an Alternative EVV System demonstration, please fill out the [ALT EVV Demo Request](#) and email it to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov). If the certification process was completed prior to October 17, 2019, providers must submit a completed Request to Schedule Demonstration no later than November 15, 2019.

Webinar	Date\Time	Link to Register
Alternate EVV Certification and Changes	Tuesday, October 22nd, 2019, at 2:30pm EST	<a href="#">Register</a>
Alternate EVV Certification and Changes	Tuesday, October 29th, 2019, at 2:30pm EST	<a href="#">Register</a>

- General Rules and Requirements  
Providers MUST comply with the **Technical Specifications** and **Business Requirements**.
- These documents are referenced in the Technical Specifications and are part of the system requirements: Exception Code Listing, Reason Code Listing, Required Data Elements Phase 2

## Requirements to Note:

- ODM and Sandata are not responsible for any costs related to setting up an interface with or implementing an Alt EVV system
- Agencies must be the ones to initiate the Alt EVV setup process, request Testing Credentials, and request Production Credentials
- An Alt EVV system must complete the setup and certification process for each agency's Medicaid Provider ID with whom they contract
- How often an Alt EVV system sends data to the Sandata Aggregator is up to the Alt EVV system, but must be within 24 hours of data collection and/or any edits made to data
- Voice and/or digital signatures must be obtained and stored in the Alt EVV system
- Indication that verification was captured/not captured must be sent to the Sandata Aggregator

## **Requirements to Note as of January 1, 2019:**

- Alt EVV systems must use mobile GPS technology to collect GPS coordinates in near real time at the start and end of the visit as the primary method of data collection
- Alt EVV systems must offer at least two back-up methods of visit capture; manual entry must be one of the methods

## **Requirements to Note as of October 21, 2019**

- A successful Alt EVV system demonstration must be completed with the Ohio Department of Medicaid in order to be considered certified

## What is an Alt EVV system demonstration?

- An Alt EVV system demonstration is a demonstration by an Alt EVV system vendor where the vendor demonstrates that the alternate system has core functionality required by ODM.
- The demonstration is not intended to determine usability of the alternate system.
- A successful demonstration will not lead to the endorsement of an alternate system by ODM.
- A successful demonstration does not guarantee certification.

## Why a demo?

- The Sandata process focuses on the vendor's ability to send information and not on requirements regarding the capture of information.
- The demonstration will help providers make sure they are in compliance with program requirements.
  - » Comments during the recent rule process
- The demonstration will help vendors be sure they are offering all required functionality.
- The demonstration will help ODM be sure that the information sent was captured appropriately.
  - » Since the EVV program was implemented, multiple instances of a vendor submitting information without the data collection functionality have been identified.

## Who is required to complete a demonstration?

- Providers and vendors currently in the process of certifying their alternate system.
  - » Schedule at any time after completing aggregator training.
  - » A successful demonstration must be completed before the system will be certified and production credentials will be available.
- Providers and vendors currently using an alternate system.
  - » A request to schedule an alternate system must be submitted by November 15, 2019.
  - » If an alternate system that is currently in use does not successfully complete the demonstration, the vendor and provider will be given a reasonable amount of time to come into compliance and schedule a second demonstration.
  - » Failure to schedule or successfully complete the demonstration may lead to decertification of the alternate system.

## Requesting a demo

- Provider completes the “Request to Schedule Demonstration” form and sends to [Evv@medicaid.ohio.gov](mailto:Evv@medicaid.ohio.gov).
  - » You will receive a confirmed date and time for the requested demonstration.
    - The response will be sent by email to the provider within 2 business days.
    - The vendor will receive a copy of the response with the confirmed date and time.
  - » Note that the form asks for the first date when the provider and vendor will be available to demo. The demonstration will not be scheduled before that date but may not be on that date.
  - » Currently demos are being scheduled for Tuesdays and Thursdays.



## If the vendor has already completed a demonstration...

- If the vendor has already successfully completed a demonstration of the alternate system that will be used with another provider, the provider and vendor should complete Part 2 of the “Request to Schedule Demonstration.”
  - » Both the vendor and the provider must sign the form.
- If an alternate system is offered in multiple forms, each platform must be demonstrated once. Examples of vendors offering solutions included in multiple forms include, but are not limited to:
  - » A solution housed on the vendor’s own server and a solution housed on the provider’s server
  - » A vendor offering a DODD only solution and a solution for other payers.

## Who participates in a demonstration?

- The alternate system vendor must participate in the demonstration in person.
- The provider must participate either in person or remotely.
- ODM staff
- A Sandata resource will be available in the event there are technical questions during demo.

## What is included in the demonstration?

- The demonstration covers 4 functional areas.
  - » Create Employee Records
  - » Create Client Records
  - » Visit Capture
  - » Visit Maintenance
- The provider must successfully demonstrate each item on the Demonstration Checklist.
  - » One task (e.g., capturing a visit) may clear multiple items.
  - » The checklist is also a valuable tool for providers considering alternate systems.

## After the Demonstration

- ODM will send the provider a letter with the results of the demonstration and a copy of the checklist by email within 3 business days.
- The vendor and Sandata will receive a copy of the email.
- If the demonstration is not completed successfully, the vendor can schedule a second demonstration after system updates are completed.

## Other Key Certification Information

- Documents that are referenced in the Technical Specifications and Business Requirements:
  - » Exception Codes
  - » Reason Codes
  - » Required Data Elements

### Phase 2

- General Rules and Requirements

Providers MUST comply with both the Business Requirements and Technical Specifications.

- These documents are referenced in the Technical Specifications and are part of the system requirements: Exception Code Listing, Reason Code Listing, Required Data Elements Phase

2

## Quick Note About Exceptions and Reason Codes

- Sandata Aggregator is a read-only view of the Alt EVV data that is sent to Sandata
- Providers cannot resolve exceptions and add reason codes for missing information on visits in the Sandata Aggregator
- Alt EVV systems must provide a way to resolve exceptions, edit visits, and manually enter new visits

**For example....**

# Alt EVV Data in Sandata Aggregator

Client Name	Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Actions
Connor, John	Francis, Senita	SPHH Nsg - LPN (G0300)	03/15/2019				04:20 PM					Incomplete	<input type="checkbox"/>	
Connor, John	Smith, Morty	SPHH Nsg - LPN (G0300)	03/15/2019				12:29 PM	02:09 PM	01:40		01:40	Verified	<input type="checkbox"/>	

Visit Details Visit Start Date: 03/15/2019 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Connor, John	971878	223344556677	Francis, Senita	

GENERAL

CLIENT

EMPLOYEE

CALL LOG

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

SCHEDULED START TIME	SCHEDULED END TIME		
None	None		
VISIT START DATE	VISIT END DATE	VISIT TIME ZONE	VISIT STATUS
03/15/2019	None	America/Detroit	Incomplete
CALL IN	CALL OUT	CALL HOURS	UNITS
04:20 PM	None	None	None
ADJUSTED IN	ADJUSTED OUT	BILL HOURS	
None	None	None	
AGENCY ID	AGENCY NAME		
20102	Sandata Test OH account		
PAYER	PROGRAM	SERVICE	GROUP VISIT CODE
CareSource	SP	SPHH Nsg - LPN (G0300)	385550
CLIENT VERIFIED TIME	CLIENT VERIFIED SERVICE	CLIENT SIGNATURE	
No	No	No	
VISIT SOURCE	SCHEDULE ID	EXTERNAL ID	<input type="checkbox"/> DO NOT BILL
SANDATA	None	2064712314	

CLOSE

# Alt EVV Data in Sandata Aggregator

Visit Details
Visit Start Date: 03/15/2019

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Connor, John	971878	223344556677	Francis, Senita	

GENERAL
CLIENT
EMPLOYEE
CALL LOG
EXCEPTIONS
GPS
MEMO
CLAIMS
HISTORY

Visits Without Out-Calls

Visit Verification Exception

Client Signature Exception

Service Verification Exception

CLOSE



## Key Information: Phase 2 Exception Codes


Exception Code	Description	Parameter	Setting
0	Unknown client	n/a	Fix
1	Unknown employee	n/a	Fix
3	Visit without in call	n/a	Fix
4	Visit without out call	Out call must be made within 24 hours of in call	Fix
15	Unmatched client/phone (Not applied to group visits)	n/a	Fix
23	Missing Service	n/a	Fix
34	Unauthorized Service	When service is not associated with payer	Fix
28	Visit Verification Exception (except DODD services)	n/a	Acknowledge
39	Client Signature Exception (except DODD services)	n/a	Acknowledge
40	Service Verification Exception (except DODD services)	n/a	Acknowledge

## Key Information: Phase 2 Reason Codes

<b>Reason Code</b>	<b>Reason Code Description</b>	<b>Additional Information Required?</b>
10	Individual Data Issue	N
20	DCW/NAP Error	N
30	Device Issue	N
40	Telephony Issue	N
50	Individual Refused Verification	N
55	Individual Unable to Verify	Y
57	Verification Attempt Failed	N
60	Split Visit – Overtime	N
65	Split Visit – Multiple Programs	N
67	Split Visit – Home Care Attendant	N
70	Individual Is Displaced	N
80	Retroactive Eligibility Determination	N
85	Retroactive Payer Change	N
90	Group Visit	Y

## Key Information (continued)

- All Alt EVV providers must take training on the Sandata Aggregator
- Link to the self-paced training is on the ODM webpage



**Resources**

- Alternate EVV System Certification Process
- Alternative EVV System Business Rules
- Required Payer Information
- **Alternate System Aggregator Training**
- EVV Providers Page

## Key Information (continued)

- All providers who want to use an Alt EVV system must have their intended Alt EVV system certified (approved) by ODM with Sandata's help
- It is up to the provider to start and drive the certification process
- The certification process is also under the *Alternate System* tab under Resources

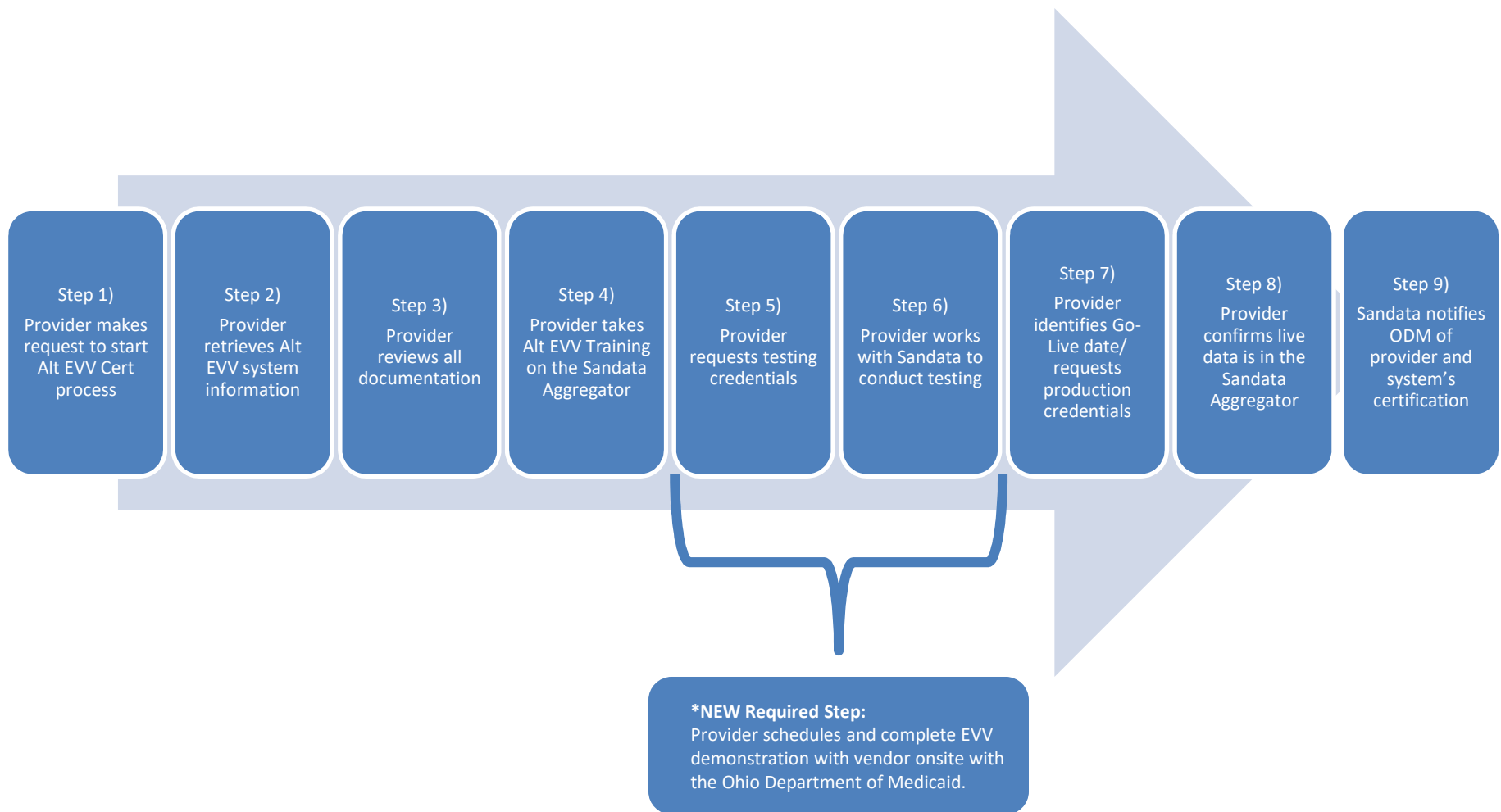
### Resources

- Alternate EVV System Certification Process
- Alternative EVV System Business Rules
- Required Payer Information
- Alternate System Aggregator Training
- EVV Providers Page

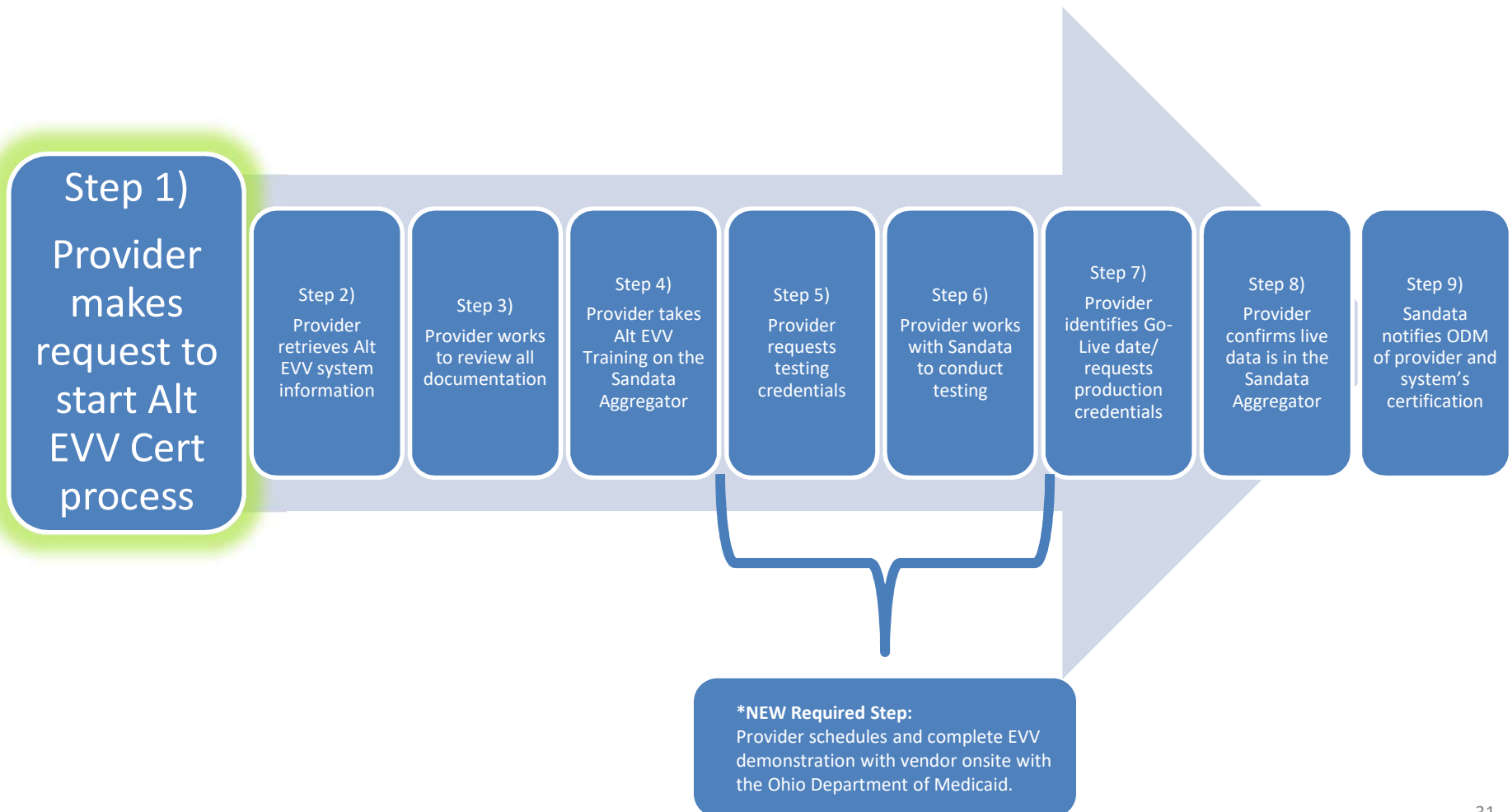


# **WHAT IS THE PROCESS TO CERTIFY AN ALT EVV SYSTEM?**

# Updated Alt EVV Certification Process



# Updated Alt EVV Certification Process



## Step 1 Details: Provider makes request to start process

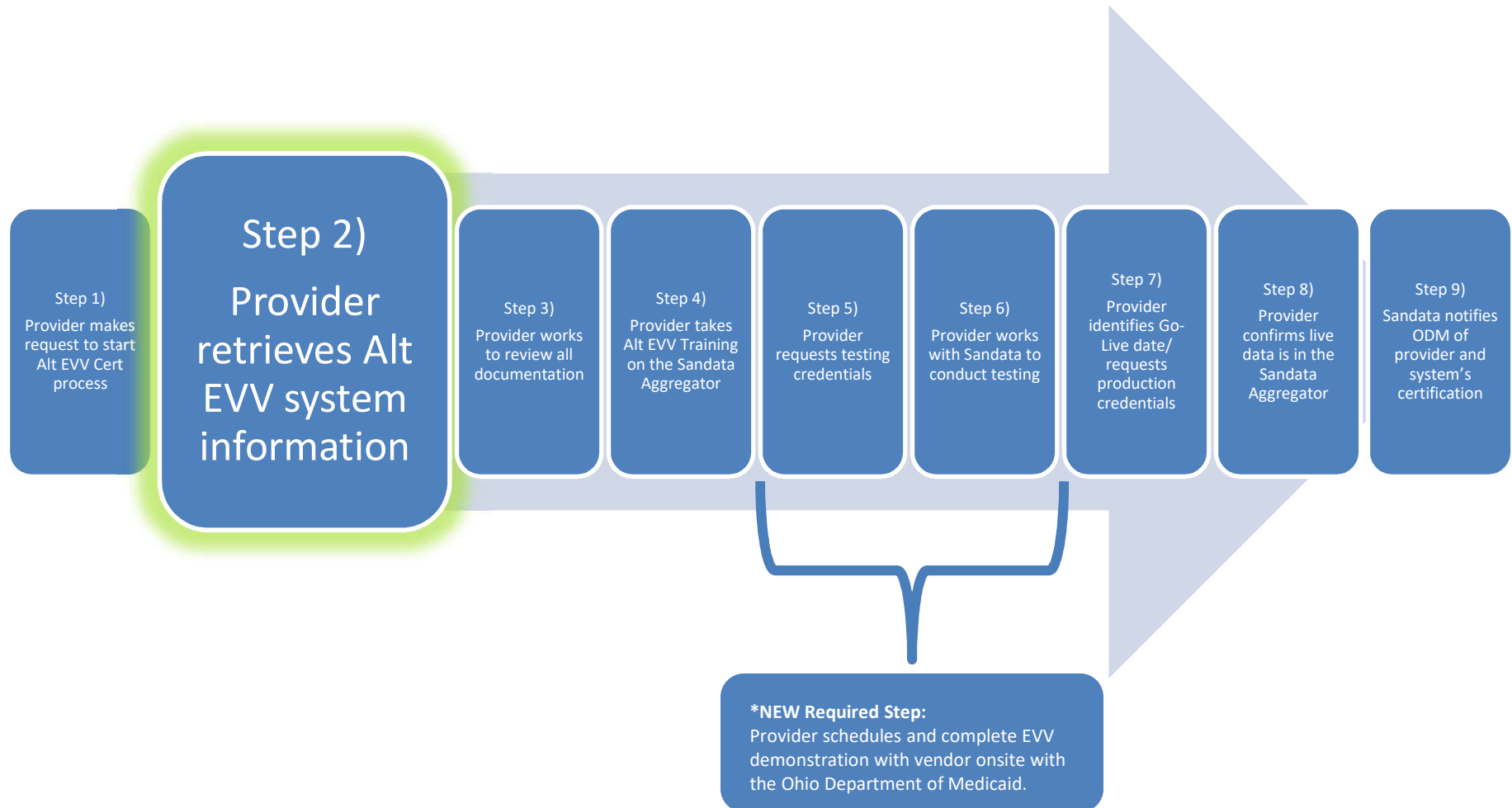
- Provider reaches out to the Alt EVV Certification Support Team to request to start Alt EVV process – we recommend a written request by email
- Effective 10/21/19, providers will contact a new email box for Alt EVV Certification support requests, including certification initiation
  - » New email box: [OHAltEVV@Sandata.com](mailto:OHAltEVV@Sandata.com)
- Effective 10/21/19, providers will call a new phone number to speak to an agent regarding Alt EVV Certification requests: **844-289-4246**
- Support of Alt EVV Certification through both the email box and the phone number will be Monday-Friday, 8am-6pm EST
- Communications/tickets will be through Zendesk



## Step 1 Details: Provider makes request to start process

- Provider reaches out to the Alt EVV Certification Support Team to request to start Alt EVV process – we recommend a written request by email. Please be sure to include:
  - » Agency Name
  - » Agency ODM Provider Medicaid ID
  - » Agency Contact Name
  - » Agency Contact Phone Number/Email
  - » Vendor Name
  - » Vendor Contact Name
  - » Vendor Contact Email
- Provider would email [OHAltEVV@Sandata.com](mailto:OHAltEVV@Sandata.com)
- Provider will be contacted by Alt EVV Certification Support Team to confirm the request

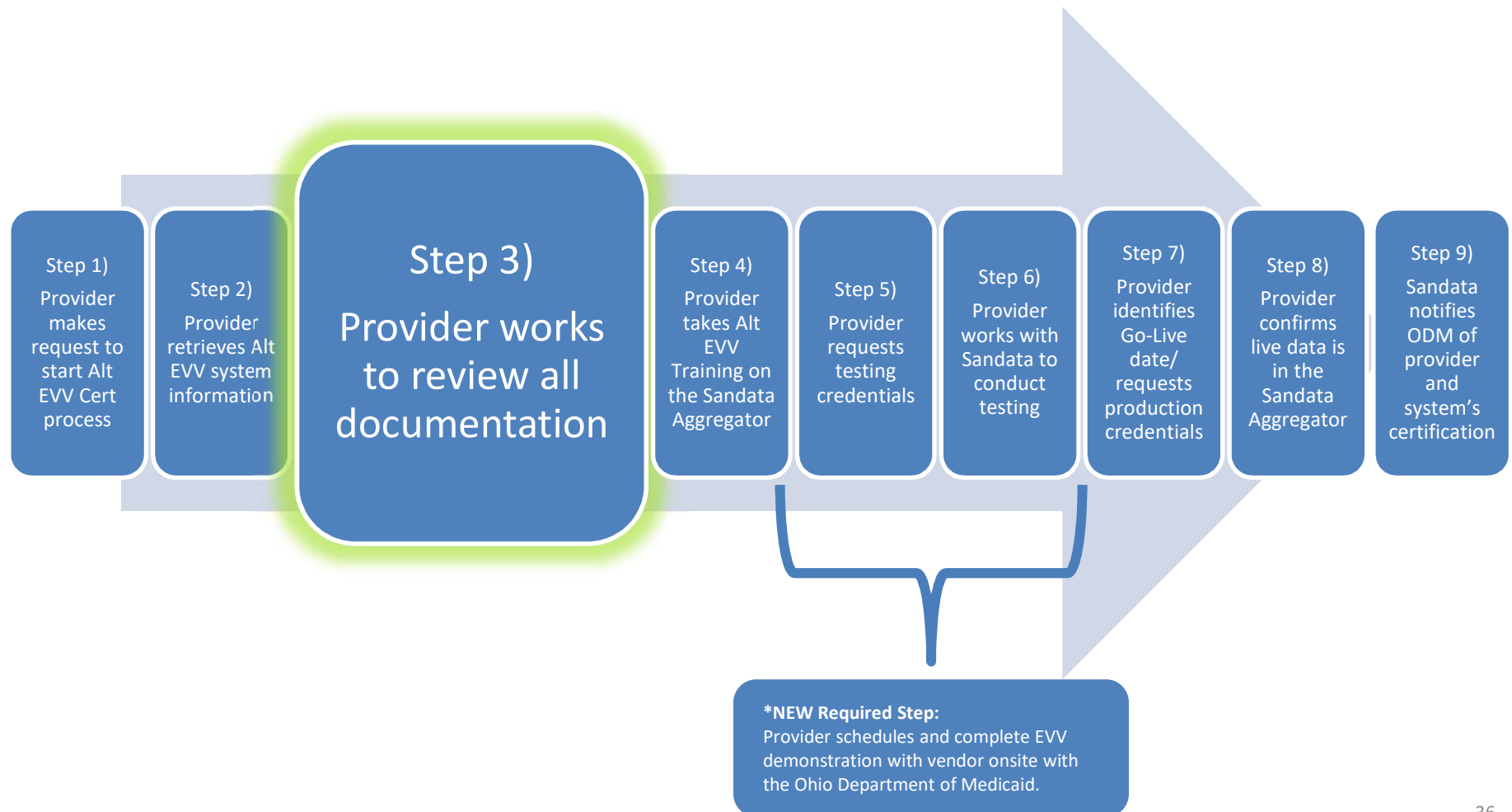
# Updated Alt EVV Certification Process



## Step 2 Details: Provider retrieves Alt EVV system info

- Provider can access the Phase 2 Alt EVV documents through the ODM EVV webpage at: <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification#1894220-alternate-system>
- Provider may also access the documents through links that will be included in the confirmation response that the Alt EVV Certification Support team sends, confirming the provider's interest in Alt EVV certification

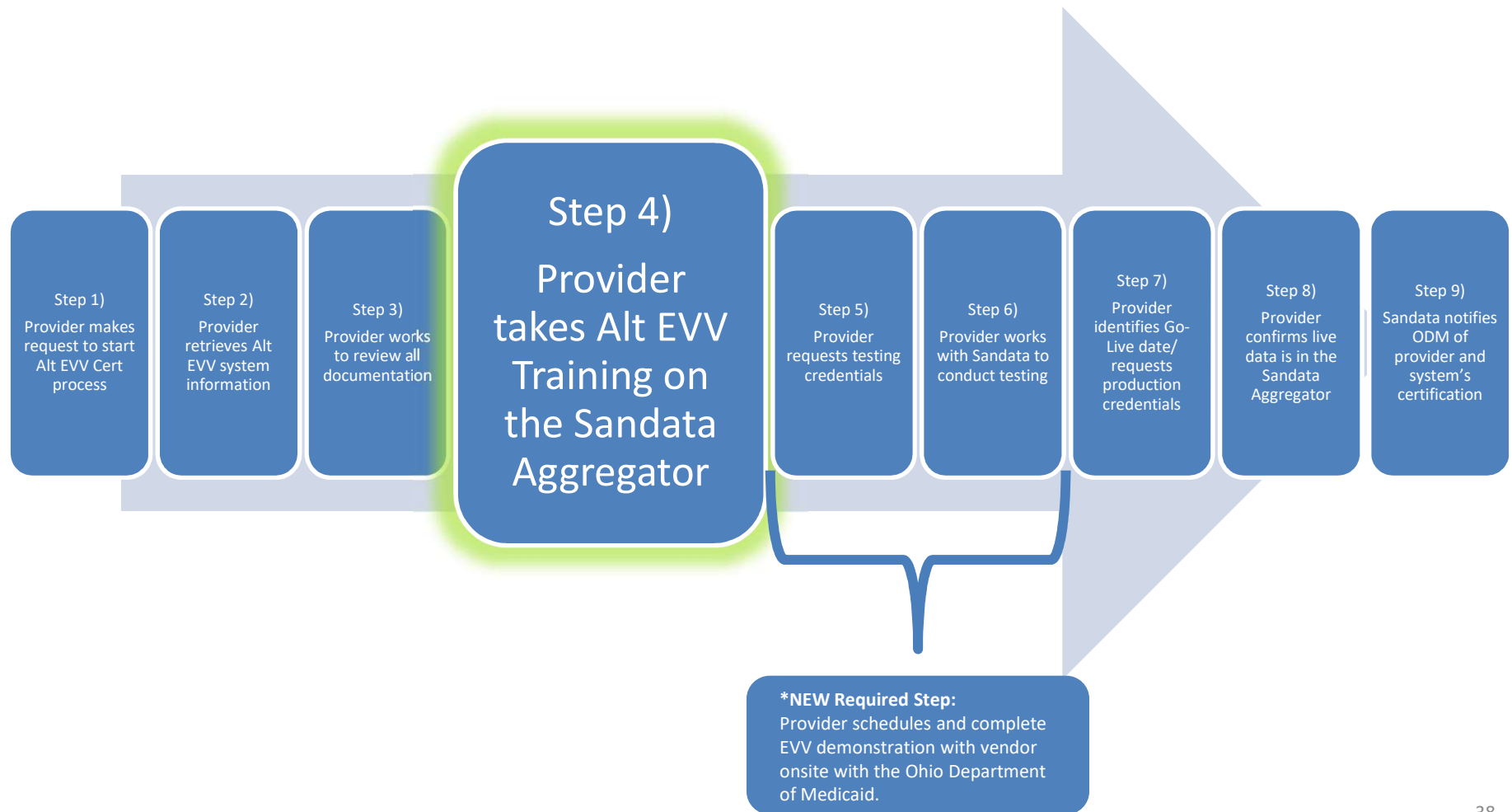
# Updated Alt EVV Certification Process



## Step 3 Details: Provider works to review all documentation

- Provider and vendor must review all the required documents
- Required documents to review:
  1. Business Requirements
  2. Technical Specifications
  3. Reason Code Listing
  4. Exception Code Listing
  5. Required Data Elements
- Any questions are sent to the Alt EVV Certification Support Team for clarification

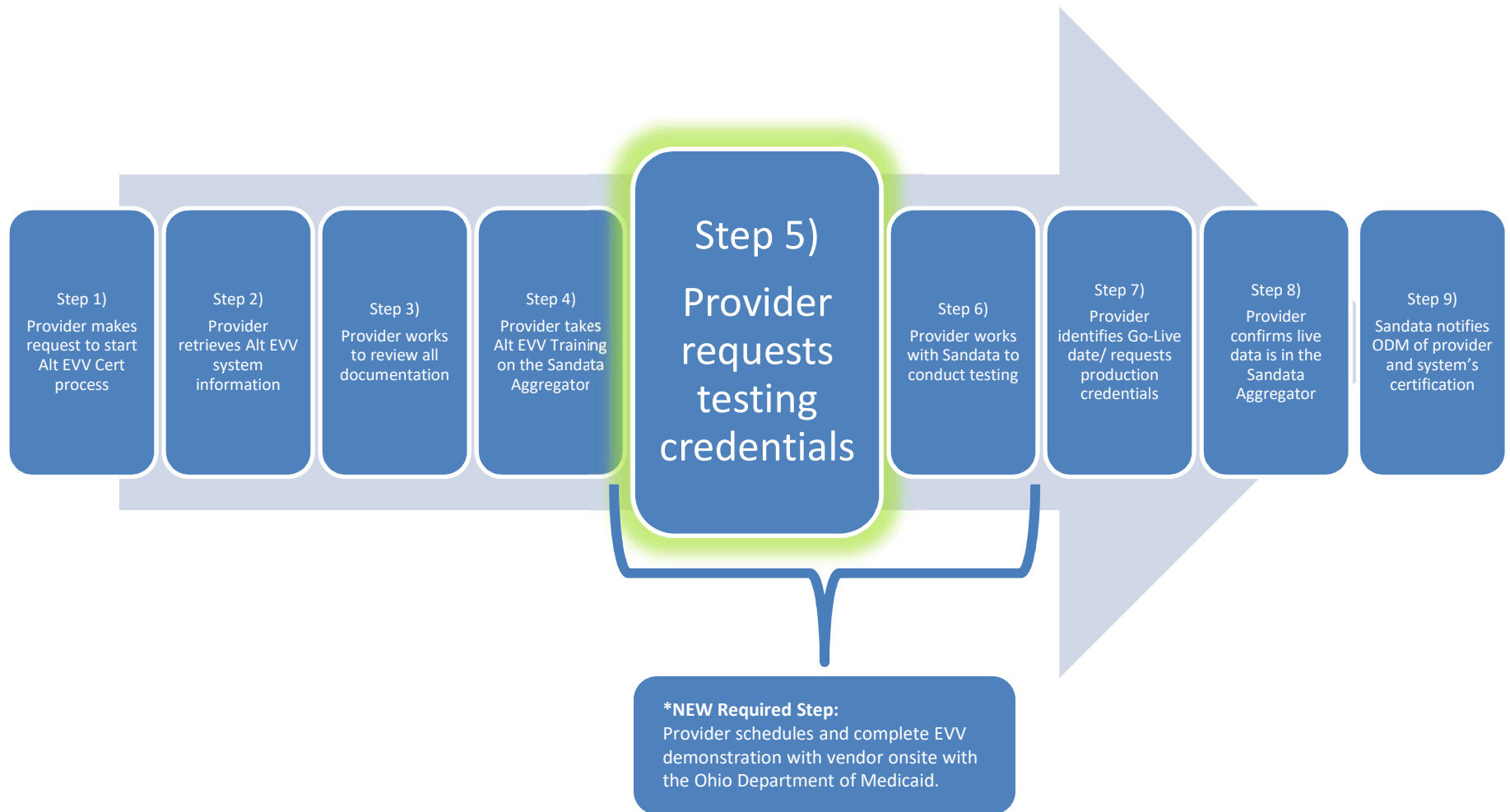
# Updated Alt EVV Certification Process



## Step 4 Details: Provider takes Alt EVV Aggregator Training

- The provider is responsible for taking training on the Sandata Aggregator through the Learning Management System (LMS):  
<https://www.sandatalearn.com/?KeyName=ODMAltEVVAgencyTraining>
- The provider is also responsible for retrieving the completed training certificate to verify that they took training

# Updated Alt EVV Certification Process





## Step 5 Details: Provider requests testing credentials

- When Alt EVV system is ready (and Aggregator Training has been completed), the provider must request testing credentials from the Alt EVV Certification Support Team
- For quality assurance, Sandata tests all credentials before they are sent to providers/systems to be used
- The provider will be notified by the Alt EVV Certification Support Team via phone and email (from Zendesk) when the testing credentials are available
- Testing Credentials will be sent to you by email
- To open the testing credentials, you will click the provided link in the email to access a system called SendSafely

## Step 5: Provider requests testing credentials

**From:** Jennifer O'Neill (Support) <ohaltev@sandata.com>  
**Sent:** Thursday, October 17, 2019 2:58 PM  
**Cc:** [Vendor@test.com](mailto:Vendor@test.com)  
**Subject:** Ohio Alt EVV: Two Week Watch: Pending Test Files for Validation

##- Please type your reply above this line -##



You are a follower on this request (56071). Reply to this email to add an internal note to the request.



**Jennifer O'Neill** (Sandata Technologies)

Oct 17, 2:57 PM EDT

Private note

Dear Provider,

Your requested Alternate EVV Testing Credentials are now available. You can access the credentials by clicking this link: [https://sandata.sendsafely.com/receive/?thread=XXLT-FDBR&packageCode=r6RWHpZsEyagp9Ddb5Ytp8ONa1ztNwtkTP68IHReON8#keyCode=OPfZQBcZKs0MDUM5F-FilqBdd1\\_9MZQz7h2shh5FeM](https://sandata.sendsafely.com/receive/?thread=XXLT-FDBR&packageCode=r6RWHpZsEyagp9Ddb5Ytp8ONa1ztNwtkTP68IHReON8#keyCode=OPfZQBcZKs0MDUM5F-FilqBdd1_9MZQz7h2shh5FeM). Please note that only the original recipients can access the link provided. If you have not authorized us to include your vendor, you will need to download and share these credentials with your vendor. As a friendly reminder, here are the next steps in the certification process:

- Download the testing credentials and share them with your vendor for testing.
- Carefully read through the attached Alternate EVV Interface Testing process document, which outlines the steps to ensure successful testing as well as all of the testing scenarios that must be used and must be successful, in order to request production credentials.
- The files sent need to satisfy the requirements of the testing process checklist found within the Alternate EVV Data Collection System Interface Testing Process document, on page 14. Embedded within the document there is a link to a downloadable excel spreadsheet in the attachments section. To access this file, follow the steps below:

## Step 5: Provider requests testing credentials


### The Sandata Secure Data Transfer System


For help, please visit our [Online Help Center](#).

**Identification Required**

Please enter **your** email address:

Submit





**Secure File Transfer**

You can click each file name to download and decrypt the file.

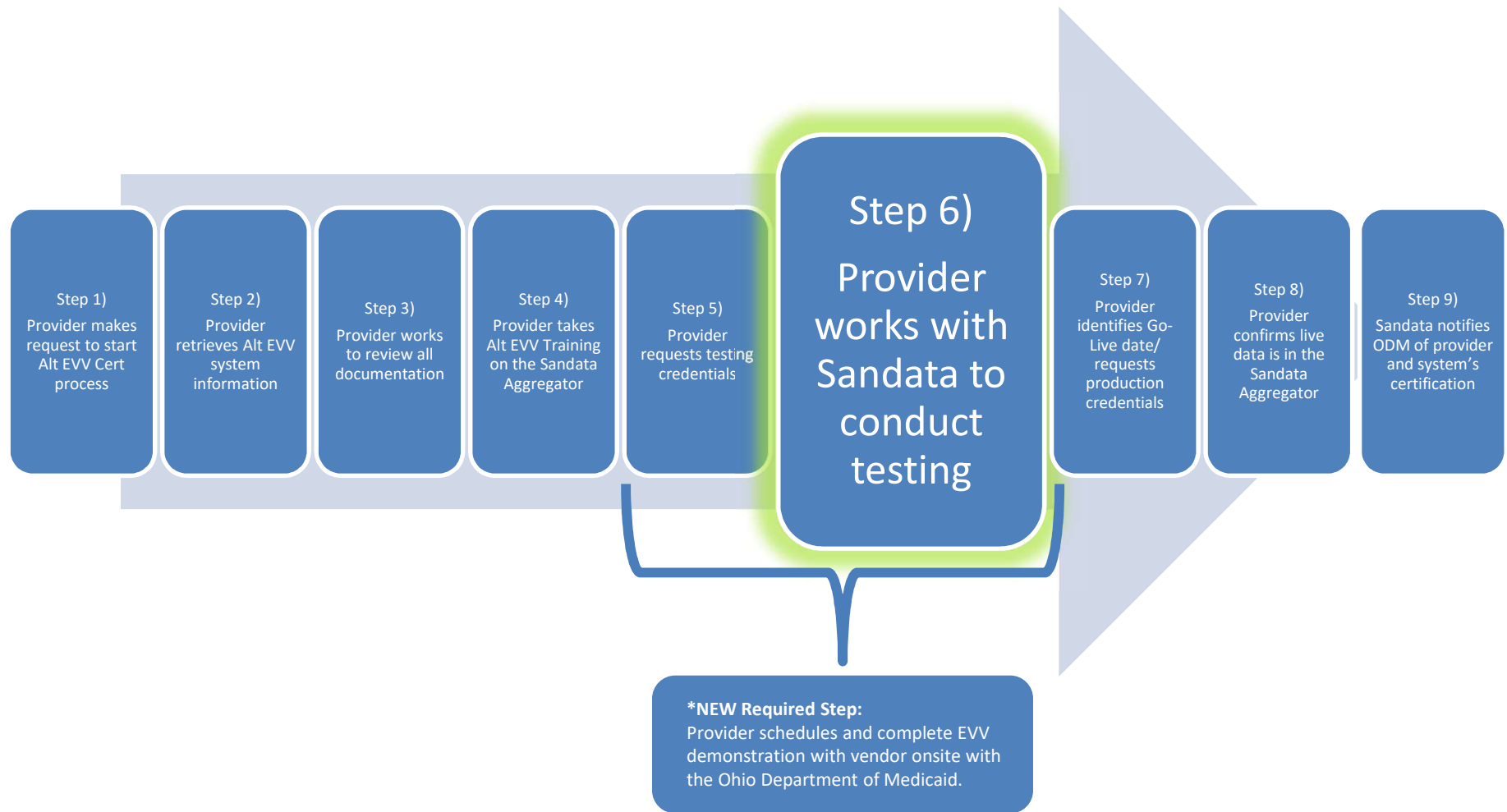
Secure File Transfer from joneill@sandata.com

**The following files are attached:**

 TESTING SEND SAFELY.docx 11.9 KB

Reply

# Updated Alt EVV Certification Process



## Step 6 Details: Provider works with Sandata to test

- A vendor must conduct testing for every agency who wants to use an Alt. EVV (each individual Medicaid Provider ID)
- While a vendor may lead testing and work directly with Sandata, they MUST copy their provider on all communication – the provider should still be driving their Alt EVV certification
- The provider/vendor must notify Sandata when test files have been sent
  - Must indicate file IDs (UUIDs) of the test file, so that Sandata can easily locate and review them
- The Alt EVV Certification Support Team will follow up with the provider if they do not notify Sandata of available test files within 14 days of credentials being issued.
- Sandata will validate the test files
- If there are errors in testing, the provider must work with Sandata and/or their vendor to resolve
- Provider/vendor must send the completed Training Checklist back to Sandata before Production Credentials can be requested

# The Testing Checklist must be completed!

## Ohio Alternate EVV Interface Testing Process

### Appendix A- Testing Checklist and UUIDs

Once a vendor has completed their interface testing, vendors are required to complete the following Checklist for review and approval by Sandata. This checklist may be shared with ODM and its affiliates.

In the space provided in each table, please copy and paste the UUID for each corresponding test.

#### 1. INDIVIDUALS

There are up to 4 segments (fields) which can be sent for an individual. Two of these segments are required (General and Address).

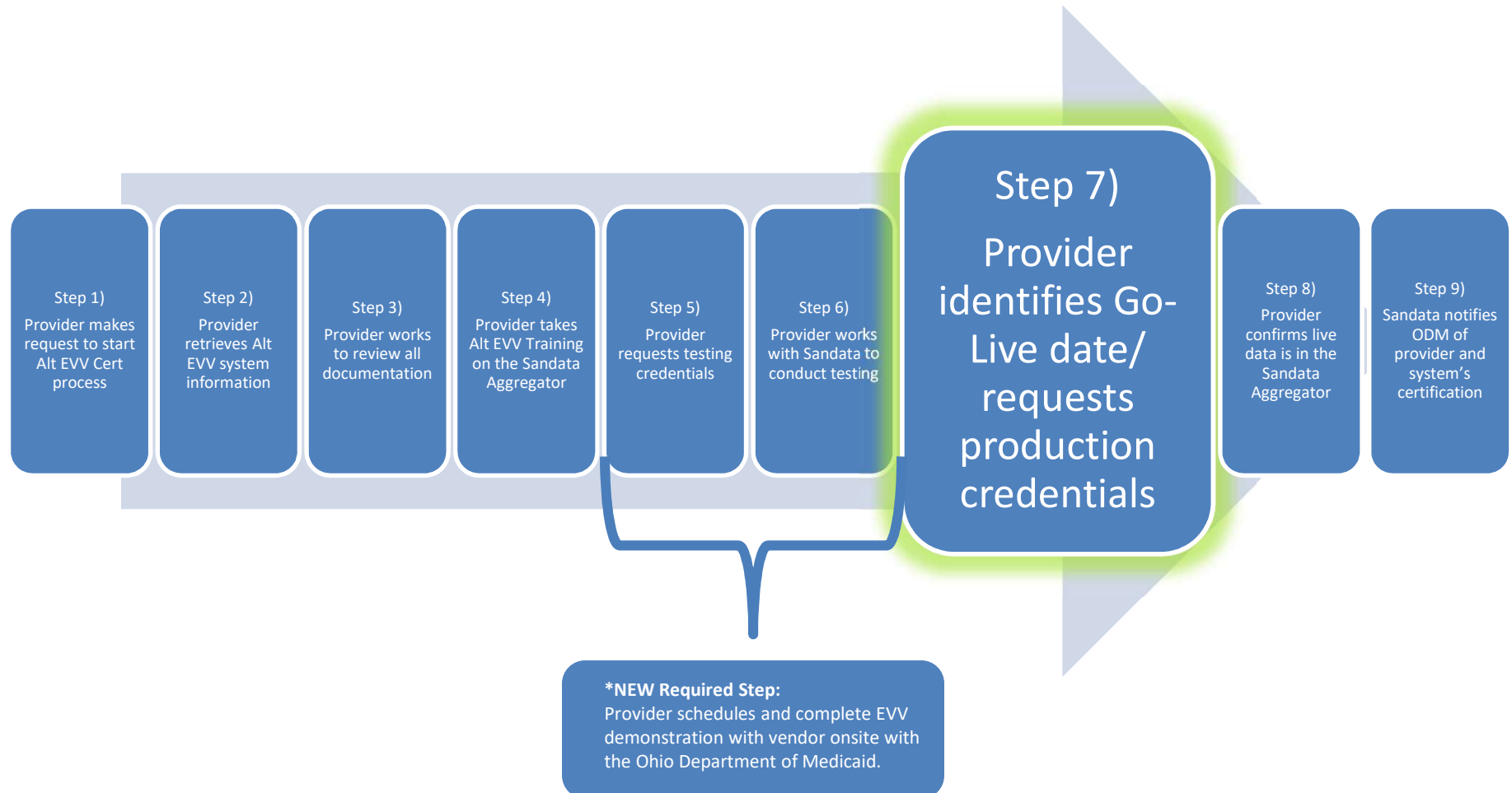
		Tested?		Initials
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
1	At least 6 Individual records that they believe comply with all rules in the specification.			
	UUID:			
	UUID:			
	UUID:			
	UUID:			
	UUID:			
2	If the Alternate EVV System is expecting to send multiple records for the Individual's address, send those records as part of this test case.			
	UUID:			
3	If the Alternate EVV System is expecting to send multiple records for the Individual's phone number, send those records as part of this test case.			
	UUID:			
4	Updates sent to at least 3 of the test records to ensure that updates are being applied correctly.			
	UUID:			
5	Sequence ID out of order – Record will not be rejected but returned record will reflect the highest sequence version of the record.			
	UUID:			

### Ohio Department of Medicaid (ODM) Appendix A - Testing Checklist and UUIDs Ohio Alternate EVV Interface Testing Process VERSION 3.0 January 4, 2019

## INDIVIDUALS

		TESTED?		INITIALS
		<input type="checkbox"/> YES	<input type="checkbox"/> NO	
1	At least 6 Individual records that they believe comply with all rules in the specification.			
	UUID: <paste UUID here>			
	UUID: <paste UUID here>			
	UUID: <paste UUID here>			
	UUID: <paste UUID here>			
	UUID: <paste UUID here>			
2	If the Alternate EVV System is expecting to send multiple records for the Individual's address, send those records as part of this test case.			
	UUID: <paste UUID here>			
3	If the Alternate EVV System is expecting to send multiple records for the Individual's phone number, send those records as part of this test case.			
	UUID: <paste UUID here>			
4	Updates sent to at least 3 of the test records to ensure that updates are being applied correctly.			
	UUID: <paste UUID here>			
5	Sequence ID out of order – Record will not be rejected but returned record will reflect the highest sequence version of the record.			

# Updated Alt EVV Certification Process

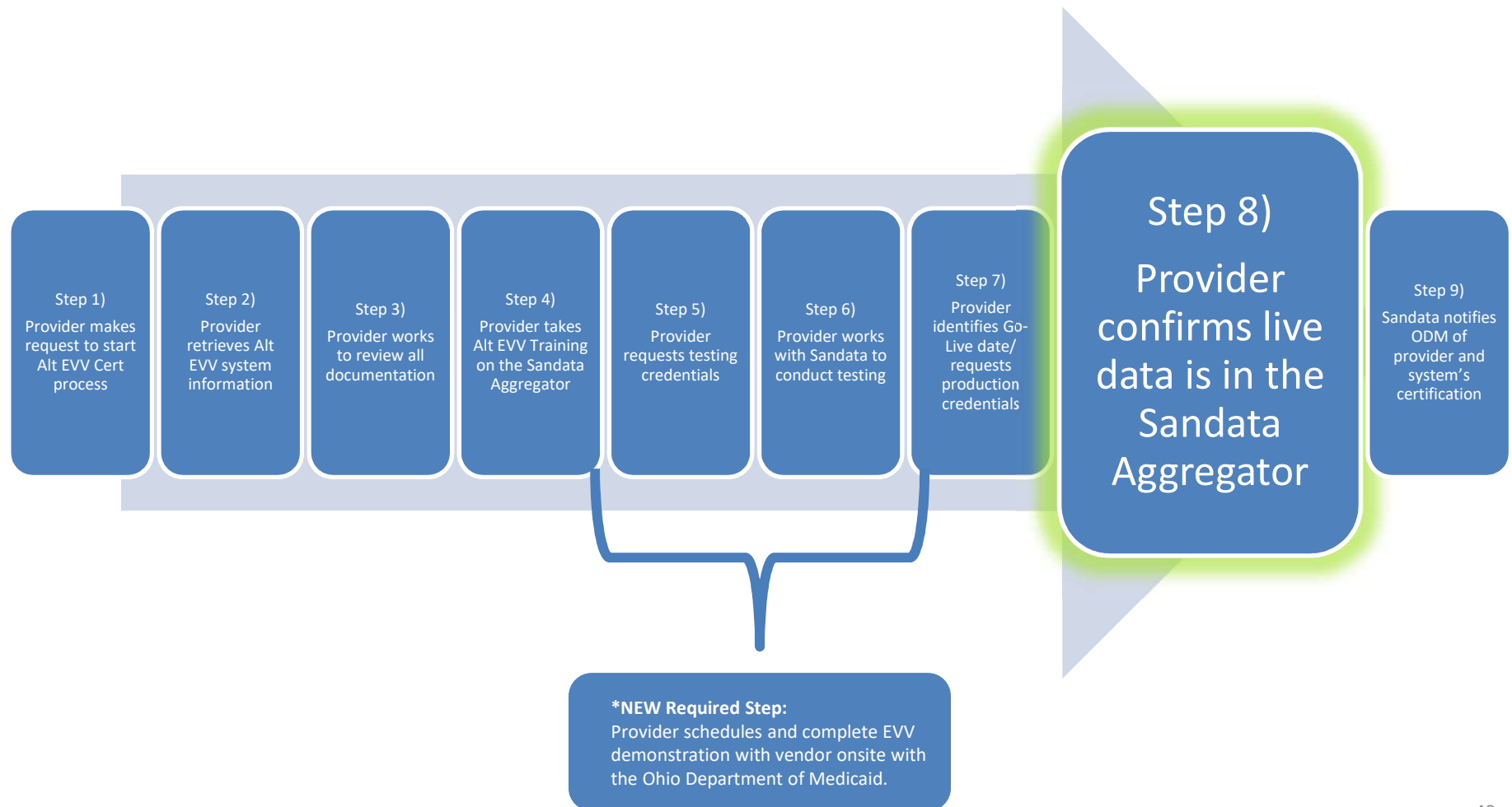


## Step 7 Details: Provider identifies Go-Live date and requests Production Credentials

- Once testing has been successfully completed, the provider requests Production Credentials
- The provider must determine when they intend to go live with sending data from Alt EVV vendor
- The Alt EVV Certification Support Team will send an email confirming the successful validation of the provider's test files. The email will also ask the provider to send, in writing, their intended Go-Live date
  - If a provider has been using Sandata, TVV phone lines and MVV accounts will be disabled on that date – providers notified of this in the email
- Production Credentials will not be issued until Go-Live is established
- The provider will be notified via phone and email when Production Credentials are available
- Provider will use the provided link to log into SendSafely to retrieve Production Credentials



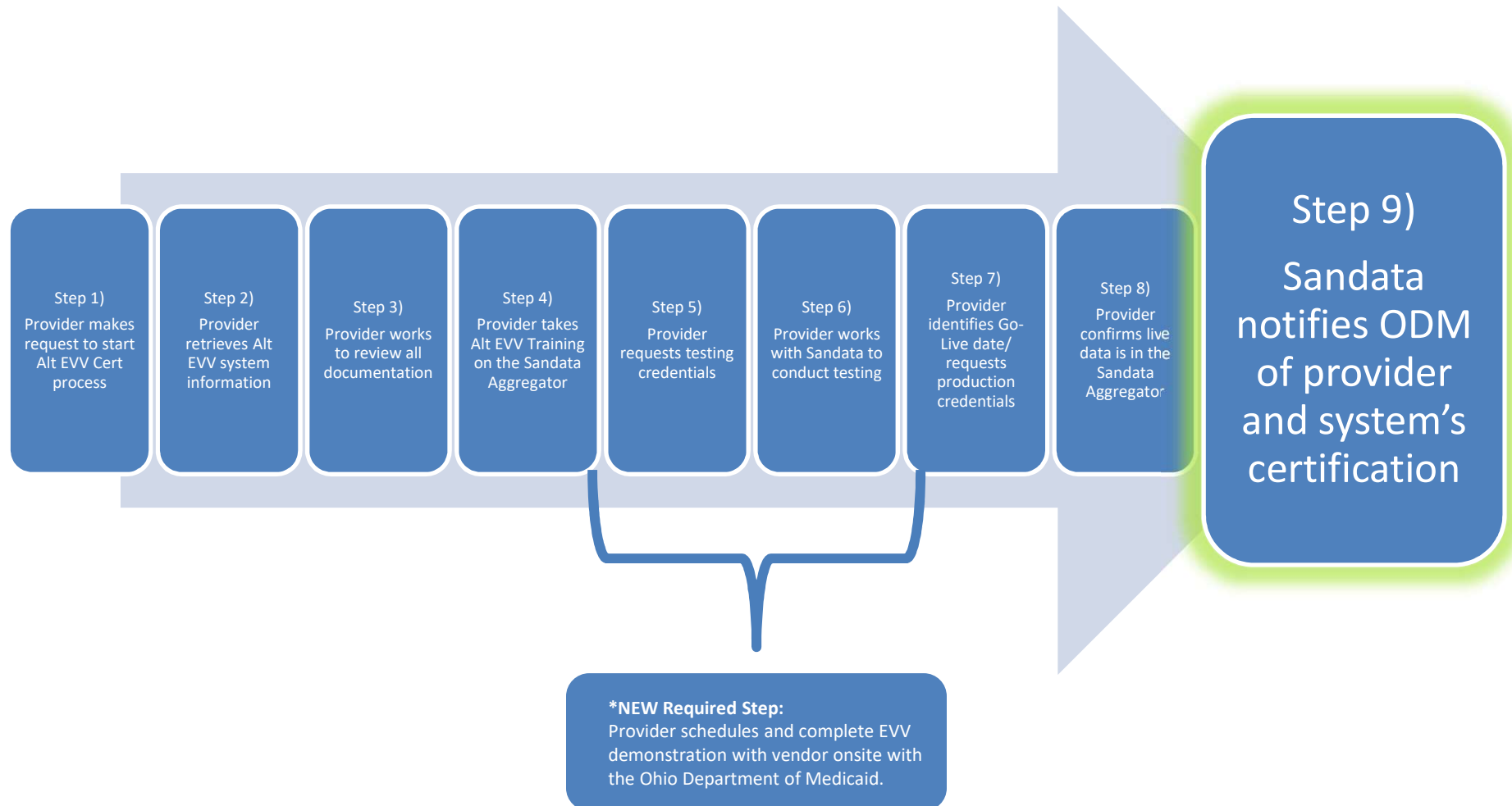
# Updated Alt EVV Certification Process



## Step 8 Details: Provider confirms live data in Production Aggregator

- The provider must log into the Sandata Aggregator and verify that the data they are logging in their Alt EVV system is showing appropriately
- If there is no information for the provider in the Aggregator after 14 days, following identified Go-Live date, the Alt EVV Certification Support Team will reach out and inquire with provider
- If the provider does not see the expected data in Aggregator after their Go-Live date, they must follow up with their vendor
- Once the provider and their vendor have verified the Alt EVV side of the interface, they may reach out to the Alt EVV Certification Support Team for help if there is still an issue

# Updated Alt EVV Certification Process



## Step 9 Details: Sandata notifies ODM of Certification

- The provider and/or vendor will only be considered certified after live data has been confirmed to be showing for the provider in the Aggregator
- Once the confirmation has been communicated to the Alt EVV Certification Support Team, the provider and/or vendor will be added to the Alt EVV Certified list and sent to ODM

## Who do I contact with questions or issues?

- Contact [OHAltEVV@Sandata.com](mailto:OHAltEVV@Sandata.com)
  - » To express interest in using an Alt EVV
  - » To work through the Alt EVV certification process

**\*If you are emailing the Alt EVV Certification Support team for the first time, please be sure to include your first and last name, your role in your organization, your agency's name, and your agency's Provider Medicaid ID.\***
- Contact the Alt EVV Certification Support team at **844-289-4246**
  - » To ask questions or work through concerns
- Contact the EVV Team at ODM through [EVV@Medicaid.ohio.gov](mailto:EVV@Medicaid.ohio.gov)
  - » If you have any questions or issues that you don't feel have been addressed by the Alt EVV Certification Support Team
  - » To schedule your Alt EVV demonstration

Questions?