Contact Information

• If you have technical questions, need help with a device, or general EVV maintenance: EVV Provider Hotline at **855-805-3505** or email EVVProviderHelpDesk@etraconline.net. (Please include your phone number)

• If you need help with your MITS account, billing, or if you have questions regarding updating your contact information: ODM Provider Assistance at **800-686-1516**

• If you have questions or concerns about EVV: EVV Unit at **614-705-1082** or email EVV@medicaid.ohio.gov.

• If you have questions about the rules pertaining to EVV: EVV Policy at EVVPolicy@medicaid.ohio.gov.

• Have a question about applying for Ohio Medicaid? Are you enrolled and need to find a provider in your area? Get connected by calling our toll-free phone number: **800-324-8680**.

• For Phase 1 letters translated in languages other than English please call the ODM translation line at **234-863-4774**.

• To report Medicaid fraud call 800-282-0515 or email at medicaidfraud@medicaid.ohio.gov

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