

August 24, 2020

Dear Medicaid Consumer:

Electronic Visit Verification (EVV) is an electronic system which documents the time services begin and end. This system helps ensure that individuals receive their necessary Medicaid services. Congress passed the 21st Century Cures Act, requiring state Medicaid programs to implement EVV for certain home and community-based services to maintain current federal funding for those services.

The Ohio Department of Medicaid (ODM), along with the Ohio Department of Aging (ODA), the Ohio Department of Developmental Disabilities (DODD) and the Medicaid managed care plans, are implementing the Electronic Visit Verification program. Phase 1 and 2 have been implemented and Phase 3 is currently underway. Phase 3 includes participant directed services and home health therapies. All providers must be entering EVV visits for the Phase 3 services on January 1, 2021. Our records show you may receive some of these services.

Your caregiver can use either an app on his or her own phone or a device provided by ODM. If your caregiver is using the device provided by ODM, you will keep it in your home. The device looks like a smart phone, but the cameras are completely disabled. The only use for the device is for the EVV application. You cannot use the device to make phone calls. The microphone only works while the device is capturing a voice verification of service delivery.

Your caregiver can use an EVV device or the app wherever you receive services. When your caregiver arrives to provide services, they will check in. Your caregiver will check out when they have finished your services. If you receive services outside of your home, you can take your EVV device with you.

EVV is free to you and your caregiver. If you do not already have an EVV device, your provider can request the device for you. You will receive it in the mail. You will receive one device even if you have multiple caregivers. When your provider(s) no longer needs the device for your EVV services, you will receive an envelope in the mail to return the device at no cost to you.

For more information, please visit <http://medicaid.ohio.gov/EVV> to read Frequently Asked Questions and to watch a video about EVV. Additional resources related to EVV can also be found there.

If you have any questions, please talk to your providers and, if you have one, your case manager. You can also call the Medicaid Consumer Hotline at 1-800-324-8680.

Sincerely,

The Ohio Department of Medicaid