Individual Quick Reference

An Individuals guide to EVV and their role

All information was current at the time of publication but is subject to change

What is EVV?

- EVV is an electronic-based system that documents the precise time services begin and end.
- It ensures that individuals received their medically necessary services that will be billed to Medicaid.

What methods are used for visit verification?

- Sandata Mobile Device or Approved Alternative Vendor Device.
- Telephony* – call in and call out system from land line or cell phone.
- Manual Entry* (this method will result in exceptions/errors that will need to be cleared by your provider).
- Sandata Mobile Connect – an application downloaded to your providers smart phone that operates in the same way as the Sandata Mobile Device.

*choosing telephony or manual entry will result in additional work for your provider.

Who chooses the method to be used by my provider?

- EVV is a requirement for providers. If you prefer a specific method of data collection, you should talk to your providers and choose providers that will use the preferred method.
- If you refuse to use the device and your provider agrees to the extra work required by using telephony or manual visit entry, you do not need to do anything else. Your provider knows the requirements for those methods.

What do I do with a device I no longer need?

- Your provider will make sure that Sandata is notified when you no longer need the device. Sandata will send you a pre-paid envelope in the mail. Just drop the device and charger in the envelope and place it in any mailbox to return the device.

What if my provider arrives and there is an emergency?

- In the event of an emergency, your provider should always ensure your health and safety first. Your well being is Ohio Department of Medicaid's primary concern. Your provider has the ability to "fix" a visit and explain why the actual visit start or end time was not recorded.