

ELECTRONIC VISIT VERIFICATION NEWSLETTER



Department of
Medicaid

NEWS ABOUT THE EVV PROGRAM AND IMPLEMENTATION IN OHIO

ISSUE 14 MAY 2019

WHAT IS THE EVV NEWSLETTER?

The "EVV Newsletter" is a tip sheet to help providers use Electronic Visit Verification (EVV). It answers common questions that are asked by providers. It also contains important information and reminders about the EVV program from the Ohio Department of Medicaid (ODM).

This fourteenth issue of EVV Newsletter includes the following information:

- Phase 2 training registration for providers who are new to EVV
- Phase 2 Bridge training for providers who are already using EVV
- Calling ODM Provider Assistance to check claims statuses or edits
- How to locate your Medicaid Provider ID and updating MITS
- Key things to know about the Phase 2 EVV changes
- Online learning opportunities coming up

WHO DO I CONTACT?

If you have technical questions, need help with a device, or need help with the EVV portal, please contact the EVV Provider Hotline at **855-805-3505** or email EVVProviderHelpDesk@etraconline.net. ***Please note: in order to receive communication back from the EVV Provider Hotline email address, you must have already registered for an account in eTRAC. Please also make sure that the email address you have registered in eTRAC is one that you check often.**

If you have general EVV questions or would like to report a problem, please email the EVV Unit at EVV@medicaid.ohio.gov or leave a message in the voicemail box at **614-705-1082**.

If you need to change your email, update your contact information, or have claims questions, please contact the ODM Provider Assistance Hotline at **800-686-1516**.

PHASE 2 TRAINING REGISTRATION FOR PROVIDERS WHO ARE NEW TO EVV

Phase 2 training for providers who have not used EVV opened on May 6, 2019. Training consists of classroom, webinar or self-paced online training. Registration links for training are on the EVV website under the Training section, here:

<https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification/Training>. **If you are a provider who has already been using EVV, you should not sign up for Phase 2 training, especially the classroom or webinar training.**

Classroom trainings are available in seven cities throughout Ohio: Columbus, Cleveland, Cincinnati, Dayton, Toledo, Akron, and Athens. Classroom and webinar sessions are available Monday-Saturday through August 2, 2019. After August 2, 2019, training will only be available by self-paced online training. The EVV Required Use date for all providers who are new to EVV is August 5, 2019. The self-paced training will be available for the life of the EVV program.

- **For Agency providers**, at least one person from each agency must complete all required training to receive login credentials for the Sandata EVV system. Login credentials will be required to enter your Direct Care Workers' and individuals' information into the EVV system. If your agency operates with multiple provider numbers, you must complete the training for each provider number.
 - **For Non-Agency providers**, you must complete training to receive your login credentials for the Sandata EVV system. Login credentials will be required to enter your individuals' information into the system.
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PHASE 2 BRIDGE TRAINING FOR PROVIDERS WHO ARE ALREADY USING EVV

If you have not already taken the Phase 2 training for providers who are already using EVV, called the Bridge Training, please do so as soon as possible. **As a reminder, current providers who have been using EVV should not sign up for the full Phase 2 EVV training, since it includes training on system features that you already use. If you already signed up for the full Phase 2 training course, please log back into LMS and disenroll, so that seat can be filled by a new Phase 2 provider.** The Phase 1 to Phase 2 Bridge Training explains all the new features in the EVV system that are being added for Phase 2. This training is self-paced and is taken in Sandata's Learning Management System (LMS). You can register by clicking this link:

<https://www.sandatalearn.com?KeyName=p2bridgetraining>. The ODM EVV webpage has a Quick Reference Guide to assist you in registering for training. You can find it here:

<https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Trainng/BridgeTrainingQuickReference.pdf>.

CALLING ODM PROVIDER ASSISTANCE TO CHECK CLAIMS STATUSES OR EDITS

Please use the MITS Provider Portal or Interactive Voice Response (IVR) system to check the status of your claim or to see if your claim has been received. If you need assistance with a denied claim or understanding the edits on the claim, you can reach out to the ODM Provider Support Hotline at **800-686-1516**. In order for the call to be as helpful as possible, here are some steps and tips to use when calling:

Step 1. Prior to calling the hotline please:

A. Check the following are accurate on your claim:

- The individual's Medicaid ID, your Medicaid Provider ID, dates of service for the visit(s), procedure code(s), and the units listed on the claim are less than or equal to the units listed on the visit in EVV. EVV cannot check any of these elements if the visit doesn't exist or is not in a *Verified* or *Processed* status in EVV.

B. Be sure you can authenticate who are you over the phone using 2 of the following 3 pieces of information:

1. NPI
2. Medicaid Provider ID Number (this should be 7 digits long)
3. Tax ID

C. If you need to set up a provider MITS account, you can do so

here <https://portal.ohmits.com/Public/Providers/Account%20Setup/tabId/49/Default.aspx>

Step 2. The right time to call the ODM Provider Assistance Hotline (800-686-1516) is **after** you have completed Step 1. Then, you can seek resolution by calling the ODM Provider Assistance Hotline for claims related questions. When you call in:

- A. Press Option 5 to talk to a live person
 - B. You will then Authenticate who you are using 2 of the 3 provider identifiers mentioned above in Step 1, point B.
 - C. You will need the most recent ICN number of the claim you are questioning. There are a total of 5 questions that are allowed to be asked, per provider, per call.
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HOW TO LOCATE YOUR MEDICAID PROVIDER ID AND UPDATING MITS

Providers who have already used ODM's MITS system should make sure their contact information is correct in MITS. If your email address and phone number is missing or not current in the ODM MITS system, Sandata will not know who you are. To update your information in the ODM MITS system, you will need your ODM Provider ID.

If you are a provider who works in the ODA or DODD systems, please click on one of the links below. You will see how to find your ODM Provider ID.

- **For DODD providers**, please click on this link for step by step instructions on how to locate your Provider Medicaid ID in the DODD Portal: <https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/DODD-ProviderInstructions.pdf>.

- **For ODA providers**, please click on this link to find your local PAA who will be able to give you your Provider Medicaid ID: <https://www.aging.ohio.gov/FindServices>.
- **For help logging into your MITS account**, you will need to contact ODM at 1-800-686-1516. You will need to know two pieces of information to connect to a representative; NPI, 7-digit ODM Provider ID, or Tax ID. The information you enter must match what ODM has on file for your Provider Medicaid ID.

If you already have access to the MITS system, there are steps in our June 2018 newsletter to help you update your information. <https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Newsletters/2018/6.pdf>.

KEY THINGS TO KNOW ABOUT THE PHASE 2 EVV CHANGES

There is a lot of information about Phase 2 EVV changes in the full Phase 2 training for new providers and the Bridge training for existing providers using EVV. Of the Phase 2 EVV changes, there are a few key items for which ODM has received multiple questions. Here is a summary of those items and things to know about them:

1) Adding a client's payer

The need to add a client payer is a completely new feature in the EVV system for Phase 2. Client payers must be added to EVV in order to shorten the list of services that staff would see and select from when starting a visit in Mobile Visit Verification (MVV). It's also used to ensure the correct claims information gets assigned to visits. When adding a payer, you must add a *Start Date*. In the Sandata EVV System, the *Start Date* is just the date from which EVV should recognize a Payer as being available for the client in EVV. This does not need to be the original Start Date of the payer for the client, according to your records. A good best practice to use in determining the Start Date of a client's payer is to use the first date that visits are or were logged for the client in the Sandata EVV system.

2) Unauthorized service exception

This is a new exception in the EVV system. It was added in Phase 2 for the same reason that the ability to add Payers was added, which is to ensure that the correct payer and service information gets assigned to client visits for claims purposes. You would see the Unauthorized Service Exception when there is a visit logged for a client that has a service assigned that has not been added to the client's profile under Data Entry. You would see this exception appear under the Service column of the Visit Display Grid, on the Visit Maintenance page.

You would resolve this exception by first making sure the service listed on the visit is the right service. If the service is correct, you would go into the client's profile under Data Entry and add the proper Payer, Program, and Service for the client. Once you have done this, any Unauthorized Service Exception that exists

Service	
	•
	•
OHCW PCA (T1019)	•
Exceptions: Unauthorized Service	•
SPHH Aide (G0156)	•

for the added service will be resolved.

3) **Added languages for EVV**

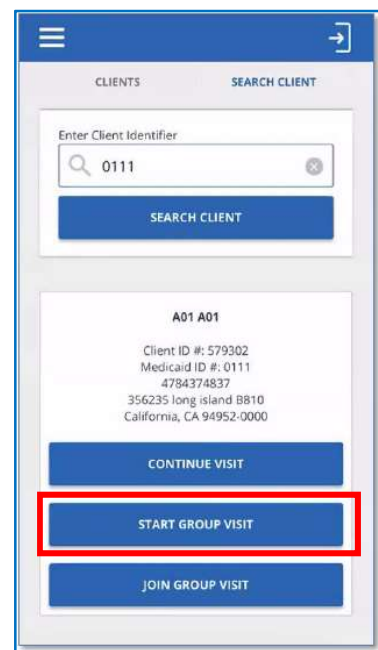
Phase 2 also contains additional language options that allow employees and clients to see or hear the EVV prompts in both the Sandata Mobile Connect (SMC) application that is used for Mobile Visit Verification (MVV) and for Telephonic Visit Verification (TVV). The additional languages include: Hindi, French (European), Fulah, Nepali, Serbian, Swahili, and Vietnamese. These languages are currently available to be used in the Sandata EVV system.

4) **Ability to enter group visits**

Another significant Phase 2 change is that providers can now enter group visits when providing services to more than one client at one time. Group visits could also occur when more than one provider is providing services to a client or group of clients at the same time. The capability to add group visits has been added to MVV, TVV, and manual visit creation.

5) **Changes in TVV**

Because of the ability to log group visits and some other improvements, the call prompts when logging a visit through TVV have changed. If you were an existing EVV provider before Phase 2 changes were in place, chances are that you have the outdated Phase 1 Call Reference Guide and Service List to use when logging a visit through TVV. To download and use the updated TVV Call Reference Guide and Phase 2 list of Service Codes, please visit this ODM webpage: <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification#1894218-providers>.



You will find the documents, called **EVV Phase 2 Call Reference Guide** and **Phase 2 List of Services for EVV**, on this page. There will be separate Call Reference Guides for providers who will not be logging group visits posted to this webpage soon!

ONLINE LEARNING OPPORTUNITIES COMING UP

To help providers better understand the key system changes in Phase 2 of EVV, ODM is offering three webinars at the end of May called **EVV Phase 2: Key Things to Know and Q&A**. The content for each of these webinars will be the same. They will focus on reviewing key things to know about the Phase 2 EVV changes. This webinar will also include time at the end of the webinar for a question and answer session regarding Phase 2 changes. **Please note: this webinar is not a replacement of the Phase 1 to Phase 2 Bridge Training that is available to providers who have already been using the EVV system.** The webinar is intended to just highlight key changes that are taught in all Phase 2 trainings.

The dates and times of the webinars are listed below. If you would like to register, please click this link and then click *Register* next to the webinar you would like to attend: <https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Webinar-Tab.pdf>.

Webinar	Date/Time
EVV Phase 2: Key Things to Know with Q&A	Tuesday, May 21 st , 2019, at 10:30am EST
EVV Phase 2: Key Things to Know with Q&A	Thursday, May 23 rd , 2019, at 11:30am EST
EVV Phase 2: Key Things to Know with Q&A	Thursday, May 30 th , 2019, at 11:30am EST
