

# ELECTRONIC VISIT VERIFICATION NEWSLETTER

## 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 twenty-second issue of EVV Newsletter includes the following information:

- Good Faith Exemption Approved
- EVV Stakeholder Advisory Group
- Alternate EVV Demonstrations
- Alternate EVV Educational Webinars
- Phase 3 Timeline and Update
- Participant Directed Services
- Active Employee Report in Sandata EVV

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## 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@etraonline.net](mailto:EVVProviderHelpDesk@etraonline.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](mailto: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**.

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## REQUEST FOR GOOD FAITH EXEMPTION APPROVED

The 21<sup>st</sup> Century Cures Act requires state Medicaid programs to implement electronic visit verification for personal care services no later than January 1, 2020. The federal statute also gives states the opportunity to request a one-year extension to January 1, 2021. Ohio’s request for a good faith exemption was approved on December 6, 2019.

The good faith exemption only extends the deadline for the Medicaid program to complete its implementation of EVV for personal care services. In Ohio, the additional time will be used to implement EVV for participant directed services. *The good faith exemption does not impact a provider’s responsibility for documenting visits for services included in Phase 1 and Phase 2 in the EVV system.*

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## EVV STAKEHOLDER ADVISORY GROUP

The next meeting of the EVV Stakeholder Advisory Group will be held on Wednesday, February 19, 2020 in the Ohio Department of Medicaid offices at 50 West Town Street, Columbus, OH. Please submit suggested agenda topics to [EVVPolicy@medicaid.ohio.gov](mailto:EVVPolicy@medicaid.ohio.gov) before the close of business on Wednesday, February 5, 2020.

Stakeholders can participate in the EVV Stakeholder Advisory Group meetings in person or remotely. It is important to register for the meeting before the meeting starts if you are participating remotely. If you would like to participate in the meeting and have not received an appointment, please contact [EVVPolicy@medicaid.ohio.gov](mailto:EVVPolicy@medicaid.ohio.gov).

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## ALTERNATE EVV SYSTEM DEMONSTRATIONS

On October 16, 2019, ODM implemented a demonstration requirement for alternate system vendors and the providers using those systems. The demonstrations use a [Demonstration Checklist](#) to determine whether alternate systems are collecting visit data appropriately. As of January 17, 2020, 42 demonstrations have been scheduled with ODM.

- 19 demonstrations have been completed.
- 5 demonstrations were successful.

All provider/vendor combinations are required to satisfy the demonstration requirement. The [Request to Schedule Demonstration](#) form should be sent to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov) to schedule a demonstration. If a vendor has successfully completed a demonstration, other providers using the alternate system can complete part two of the Request to Schedule Demonstration form instead of scheduling a demonstration.

Questions about the demonstration requirement can be sent to [EVVPolicy@medicaid.ohio.gov](mailto:EVVPolicy@medicaid.ohio.gov).

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## ALTERNATE EVV EDUCATIONAL WEBINARS

As of October 16, 2019, the Alt EVV Certification Process required a demonstration by the alternate vendor of their system and its functionality in person at ODM.

Nineteen demonstrations had been completed by January 16, 2020 and only 5 vendors successfully completed all items in the demonstration check list. ODM has found that there are several consistencies between all vendors in the items that cause the most difficulty. In an effort to assist Alt Vendors and their agencies, ODM is offering **two educational webinars**.

Below is a brief summary of what each webinar includes and links for you to register:

- Review of the demonstration checklist
- Requirement around email addresses
- Exceptions and reason codes
- Attestation and ODM's definition
- Time requirements

Webinar's are being offered on Wednesday February 5<sup>th</sup>, 2020 from 2pm to 3:30pm and on Wednesday February 12<sup>th</sup>, 2020 from 9am to 10:30am. You can register for the webinar with the below links. Please note this webinar is only for those agencies and vendors who are currently in the certification process and need to complete the mandatory system demonstration at the ODM offices.

Webinar	Date/Time	Link to Register
Alternate EVV Demo Informational Webinar	Wednesday, February 5, at 2-3:30pm EST	<a href="#">Register</a>
Alternate EVV Demo Informational Webinar	Wednesday, February 12, at 9-10:30am EST	<a href="#">Register</a>

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## PHASE 3 TIMELINE AND UPDATE

Phase 3 kicked off on November 20, 2019. ODM is excited to be pulling in the final services of the 21<sup>st</sup> Century Cures Act requirements. Phase 3 will include home health therapies (physical, occupational and speech) as well as all Participant Directed Services. The Phase 3-time line will include training beginning in September 2020. Providers will be able to use the system as soon as they complete training. Bridge training will be offered to all providers currently using EVV to go over changing functionality. Phase 3 will go live for all services with the mandatory use date of 1/1/2021. All phase 3 services will begin with a pay and post period to allow providers time to become accustomed to EVV, proficient in logging visits and using the system.

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## PARTICIPANT DIRECTED SERVICES AND EVV

Participant directed services are the final services that must be incorporated into the Ohio Medicaid EVV Initiative in order to satisfy Cures Act requirements for personal care. These services are covered by the Good Faith exemption extending the deadline to January 1, 2021 and will be added to the program as part of Phase 3 (see earlier article).

EVV requirements for participant directed services will be implemented in a manner that is consistent with Phases 1 and 2. Providers of participant directed services will use EVV in the same way Phase 1 and Phase 2 providers use EVV. This includes:

- Entering individuals who will receive services;
- Entering employee information (if an agency provider);
- Logging visits; and
- Clearing exceptions.

Existing FMS systems and policies that support individuals using participant services will be maintained. In addition, FMS entities will be able to view visit date and can share that information with individuals managing services.

Additional information about the objectives identified and the considerations in developing this approach can be found in the presentation from the January 2020 stakeholder meeting which is posted to the ODM EVV webpage on the Presentations tab.

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## USING THE ACTIVE EMPLOYEE REPORT IN EVV

The **Active Employee report** displays all *active employees* for any given selected date. The report will display the employee ID, employee name, employee email address, phone number and Santrax ID.

Agencies can use this report to view current employee information, review the employee email address and employee Santrax ID. This report can also be used to verify current staff members and complete a general system clean up.

### Steps to run this report:

1. Click **Reports & Exports**, then **Reports**.



2. Select **Daily Reports** in Report Type Drop down

REPORT TYPE

Daily Reports

Select Report Type

Daily Reports

Date Range Reports

3. Select Active Employees in the Report Name

REPORT NAME

Select Report Name

Active Clients

Active Employees

Call Listing

Call Summary

GPS Distance Exception

Visit Verification

If an employee is no longer with your agency, you should use the **Terminate** option to remove employee data from the Sandata EVV going forward. Terminating an employee makes the record inactive.

**Why is it important to terminate an employee once they are no longer with your agency?**

- Allows for more accurate program integrity reviews of active employees
- Prevents record request on an employee who has an open investigation with ODM for certain dates of service if they were not active in your agency at the time in question
- Prevents activity on that employees record after they are terminated
- Prevents call-in's, call-outs or employee record modifications

**Steps to terminating an employee:**

1. Search for employee.

Search Employees CREATE EMPLOYEE

EMPLOYEE LAST NAME: Enter Employee Last Name

EMPLOYEE FIRST NAME: Enter Employee First Name

EMPLOYEE ID: Enter Employee ID

SOCIAL SECURITY # 000-00-0000: Enter Social Security #

STATUS: Active 1

Q SEARCH CLEAR

Show: 20 per page

Showing 1 to 20 of 39 entries

Last Name	First Name	Employee ID	Social Security #	Status	Actions
				Active	<span style="color: red; font-weight: bold; border: 1px solid red; border-radius: 50%; padding: 2px;">2</span>

2. Click **Terminate**  to the right of employees name. The terminate confirmation box displays.

Terminate Confirmation X

Are you sure you want to terminate

CANCEL TERMINATE

3. Click **Terminate**. A successful confirmation dialog box displays on the screen.

✓ **Success**

The employee was successfully terminated.

X