

Issue #31

Contact Us

Hour of Operations:

- Monday - Friday
7:00 a.m. - 8:00 p.m.
- Saturday - Sunday
9:00 a.m. - 5:00 p.m.

EVV Provider Hotline:

- For technical assistance with a device or EVV Portal
- 855-805-3505
- ODMCustomerCare_email@sandata.com

EVV Inbox:

- General EVV questions or to report a problem
- EVV@medicaid.ohio.gov
- Leave a voicemail at 614-705-1082

ODM Provider

Assistance Hotline:

- Change contact information, claims questions
- 800-686-1516

Satisfying EVV requirements

Providers must use electronic visit verification (EVV) for all visits for services subject to EVV requirements. By using EVV, visits are entered into the system, exceptions are cleared and in a verified status. In addition, you must make sure the information on your claims matches the information in the Sandata EVV Aggregator before you submit your claim.

The Ohio Department of Medicaid (ODM) is focused on ensuring that providers meet EVV requirements before it impacts their payments. This newsletter includes information about tools you can use to make sure you meet all requirements.

ODM will share information about provider use of EVV using a variety of tools. This includes, but may not be limited to, newsletters, emails, stakeholder meetings, and webinars. Please watch for this information so that you don't have any impact on your Medicaid payments.

If you need to update your contact information in the Medicaid Information Technology System (MITS), please refer to the instructions [on the Medicaid website](#).

EVV training tools

Whether you are a new, Phase 3, or existing EVV provider, you can find all of the training tools you need on the ODM website under the blue [Training tab](#).

Providers who are new to EVV can access the EVV system after taking the required course(s) in the Sandata Learning Management Solution (LMS). After one agency representative takes two short, required courses (Overview and Security), the system will send information about how to download a welcome kit with EVV login credentials. For non-agency providers, information about how to download a welcome kit with login credentials will be sent after taking one required course (Overview).

Training registration and training manuals:

Training is broken out into Agency and Non-Agency training sections on the ODM website. Choose the links that pertain to you. When you click on the Training page, you will see the below screenshot:

- Agency
 - Training Open -- Agency
 - Agency Training Registration Quick Reference Guide
 - Agency Training Registration
 - Agency Training Manual
- Non-Agency
 - Training Open -- Non-Agency
 - Non-Agency Training Registration Quick Reference Guide
 - Non-Agency Training Registration
 - Non-Agency Training Manual
- Bridge Training
 - Phase 3 Bridge Training Quick Reference Guide

The Training Registration Quick Reference Guide will walk you through training registration and how to access self-paced training materials. Click the appropriate link (see the screenshot) that says “Agency Training Registration” or “Non-Agency Training Registration” to register for training in LMS, or to log into the LMS portal if you already have an account.

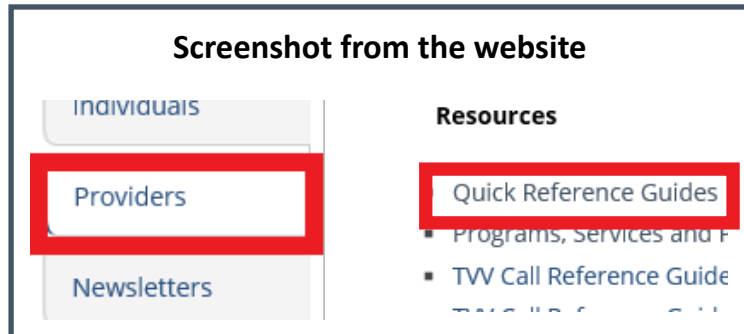
Training Updates for Providers Who Have Already Taken Training:

If you already have an LMS account and have taken EVV training, you may wish to refresh your knowledge of the EVV system. You will receive an email in the coming weeks with a link to a new video library of short, easy-to-access self-paced training videos. You no longer will need to log into LMS to access self-paced videos. The link to the new video library is all you will need to access training videos.



Quick reference guides:

Another training tool that has been created for providers is [online quick reference guides \(QRGs\)](#). QRGs typically are one page and include simple how-to steps with screenshots showing how to use the Sandata EVV system. QRGs include Creating a Client, Creating a User, Clearing an Exception, and Adding a Manual Call. This monthly newsletter often includes QRGs to offer providers a quick refresher on a particular part of the EVV system.



If you have general EVV program questions, please email the EVV Unit at EVV@medicaid.ohio.gov.

Billing for EVV visits

Before you create a claim for EVV-eligible services, review your supporting visits in the Sandata portal. Claims for services subject to EVV requirements must match visits in the Sandata system. If the information on the claim is not supported by the information in the EVV system, the claim will be denied.

- Once you submit your claim, the claims system will alert the Sandata EVV system to check for your billed visits. Visits are matched to claims using the following criteria:
 - Provider Medicaid ID.
 - Client Medicaid ID.
 - Date of service.
 - Procedure code.
 - Visit units in the Sandata EVV system that are greater than or equal to the number of units on the claim.

Remember that a visit will not be matched to a claim if there are any outstanding exceptions on the visit in the EVV system.

Important things to know when billing for services subject to EVV requirements include:

- Be sure the visit exists in Sandata's EVV portal for the date of service you will put on the claim. If there is no visit in Sandata's EVV portal to match your claim, then the claim will deny.
 - o If the visit does not exist in Sandata's EVV portal, you can manually add the visit and resolve the exceptions before you submit the claim.
 - o If you are an agency using an alternate EVV system and you do not see the visit in the Sandata Aggregator, check with your alternate EVV vendor to find out why the visit is not there. Follow the instructions from your alternate EVV system vendor to enter the visit (if

necessary) and resolve all outstanding exceptions in the alternate EVV system. Note: If your visit is not present and in a verified status in the Sandata Aggregator, edits indicating no match will post.

- If the visit exists in Sandata's EVV portal, make sure it has all required information. If there are outstanding exceptions for the visit, the Visit Status will be listed as Incomplete. A claim for a visit that is not in a Verified or Processed status will deny. Once you have added any missing information and resolved any exceptions, the Incomplete visit status will change to Verified.

There can be no outstanding exceptions on a visit at the time you submit a related claim. Visits can only be placed on a claim once they reach a Verified status in EVV. Otherwise, edits indicating no match will post. Note: A Verified visit status does not guarantee that the claim will be paid.

- If a visit in the Sandata EVV system is matched to a claim, the status of the visit in Sandata's EVV system will be changed from Verified to Processed. You can also see identifying claim information in the Claims tab of the visit's Visit Details screen in Visit Maintenance.

Note: A Processed status does not mean that the claim will be paid. It simply means that claim was able to be matched to a visit in the EVV portal.

Claims in ODM's MITS:

If you submit a claim and receive an Explanation of Benefits (EOB) notice that there is an issue with EVV information (code 3611 or 3613), check your EVV visit information in the Sandata EVV portal against your claim before calling the ODM Provider Line for assistance. Remember that these pieces of information must match between your EVV visit in the portal and the claim:

- Individual's Medicaid ID.
- Start date of service for the visit.
- Procedure code.
- Visit units worked must be greater than or equal to the units billed.

If you have checked your claim against your EVV visit data and still do not understand why the edit posted, contact the ODM Provider Assistance Hotline at 800-686-1516.

All other payers:

- Check your payer information system portal for specific claims messaging on if an EVV visit matched the claims submitted.

Edits related to EVV for claims to ODM MITS

EVV edits that come back on your claims can be viewed via:

- EOB found at the bottom of your claim in the MITS portal.
- Remittance advice

The following edits mean the billing system and EVV are trying to talk to each other. If you see one of these codes, there is nothing you must do:

- 9004 - Visit Verification Response Times Out
- 9005 - Visit Verification Error, Incorrect Batch
- 9006 - Visit Verification Error, Incorrect Record
- 9007 - EVV Response Transaction Failed

You may see the following edit for a brief period of time:

- 9008 Pending Visit Verification

If the 9008 edit does not come off of your EOB, report this to the ODM Medicaid Provider Hotline at 800-686-1516.

You also may see edits 3611 or 3613 - EVV Not Verified. These are the most important edits to watch for in MITS. They indicate that the claim will deny. Here are questions to explore if you see these edits:

- Do you have a visit in EVV for the visit you submitted on the claim?
- Does the Medicaid ID entered in the EVV system for the individual to whom you provide care match what is on the claim?
- Does the date of service on your claim match the date on the visit in EVV?
- Does the service you billed for match the service on the visit in EVV?
- Are the units you are billing for less than or equal to what the visit shows in EVV?
- Are there outstanding exceptions on the visit in EVV? (In other words, is the visit in an Incomplete status in EVV?)

Webinars coming soon

October/November webinars will focus on defining auto-verification and overcoming barriers for reducing the need for manual visit maintenance. If you would like to attend, please use the links below to register. If you are unable to attend the live webinar, a recording will be posted to the Webinar tab on the ODM website.

Webinar	Date/Time	Link to Register
Streamlining EVV Workflow	Tuesday, Oct. 27, 3:30 p.m. - 4:30 p.m.	Register
Streamlining EVV Workflow	Tuesday, Nov. 3, 2:30 p.m. - 3:30 p.m.	Register
Streamlining EVV Workflow	Friday, Nov. 6, 10 a.m. - 11 a.m.	Register

The ODM EVV team is looking for suggestions for future webinars. If you have topics you'd like to see in webinars or that would be beneficial to providers, please send them to EVV@medicaid.ohio.gov.