

# ELECTRONIC VISIT VERIFICATION

November 2020  
Issue 32

## 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](mailto:ODMCustomerCare_email@sandata.com)

**EVV Inbox:** General EVV questions or to report a problem.

- [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov)
- Leave a voicemail at 614-705-1082

**ODM Provider Assistance Hotline:** Change contact information, claims questions.

- 800-686-1516

## COMPLIANCE EFFORTS

ODM continues to work in collaboration with providers on compliance efforts for the EVV program. Recently, ODM sent out communications notifying providers of their EVV visit claims matching rate based on matching percent ranges. The compliance matching range distributions are as follows:

- 0-25% of EVV visits in Verified Status had claims matching;
- 26-50% of EVV visits in Verified Status had claims matching;
- 51-75% of EVV visits in Verified Status had claims matching; and
- 76-98% of EVV visits in Verified Status had claims matching.

Details on signing up for Provider 1:1 training sessions were included in the communication emails that were sent out to providers. If you tried to access a Provider 1:1 session via the link in the communication and it was full, please check back frequently for openings, as Sandata is adding sessions throughout the month.

ODM will continue to send out compliance communications as part of its effort to work collaboratively with the provider community to improve the EVV visit claims matching rate.

## PREFERRED METHOD OF CAPTURING VISIT

Three options are available for capturing visits with services eligible for EVV. Sandata Mobile Connect (SMC) is the preferred method of capturing visit information. SMC can be used on an ODM provisioned device or a smart-device owned by the provider. Telephony Visit Verification (TVV) and Manual Visit entry in the EVV portal are the follow-up methods of visit capture. TVV involves a caregiver phone call to capture visits using your assigned number in your Welcome Kit. Manual visit entry is completed in the EVV portal by adding a visit that was missing during the actual visit.





## DEVICE MANAGEMENT GUIDE

Sandata works to ensure EVV devices are continuously healthy and ready for caregiver use. To assist in this effort, the device is periodically updated. These updates can include, but are not limited to:

1. Sandata Mobile Connect Application updates,
2. Diagnostic tools, and
3. Service updates.

To maintain a healthy device, we recommended that the device is kept turned on and used consistently. Leaving the device on allows the updates outlined above to install seamlessly without user intervention and disruption to visit verification. The letters included in the device provide direction to the individual to keep the device turned on and available for caregivers. Consistent use of EVV devices by caregivers will ensure the device is current and readily available for use.

Key Elements of Device Management are:

1. Accurate record-keeping of individuals with devices.
2. Ensuring caregivers are aware of individuals who have state-supplied devices and use them when providing care to those individuals.
3. Reporting any device issues promptly to EVV Provider Hotline at **855-805-3505**.
4. Following the steps to request a return if the device is no longer needed or serving the individual,

A full guide for device maintenance, including screenshots, is posted on the [ODM website](#).

## VISIT STATUS DEFINITIONS

It is important to review the status of visits in the EVV portal before submitting a claim for payment, to ensure it will successfully match. The following lists and defines the five different Status dispositions for an EVV visit:

**In Process:** A visit has started and is not yet completed. This exception must be fixed.

**Incomplete:** A visit has exceeded a 24-hr period and is still missing a call-in/call-out. The visit will not be matched to a claim until the exceptions are cleared. An Incomplete status can also mean visits with other exceptions (errors) may need to be fixed before submitting a claim.

**Omit:** A visit that is marked “Do Not Bill” by the provider, and it will not be used to be matched to a claim.

**Verified:** A visit that does not contain exceptions. The Incomplete visit status will change to a status of Verified when exceptions are cleared. However, a visit record in Verified status does not mean it was successfully matched to the claim record.

**Processed:** A visit that does not contain any exceptions and has been returned to the claims validation process as matched to a claim at least once. The Verified visit status will change to Processed when a claim has been matched to a visit by one unique payer.

As a reminder, a claim for a visit that is not in a Verified or Processed status will not find a match in EVV. When matching a claim to EVV, the billing system is looking for an exact match for the following: Provider ID, Client ID, Date of Service (start date), Service Code and Units of Service. The number of units being billed must be less than or equal to the number of units on the EVV visit record.

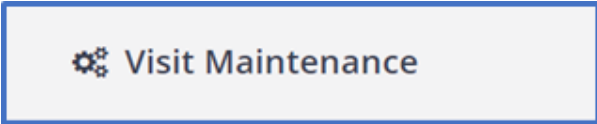
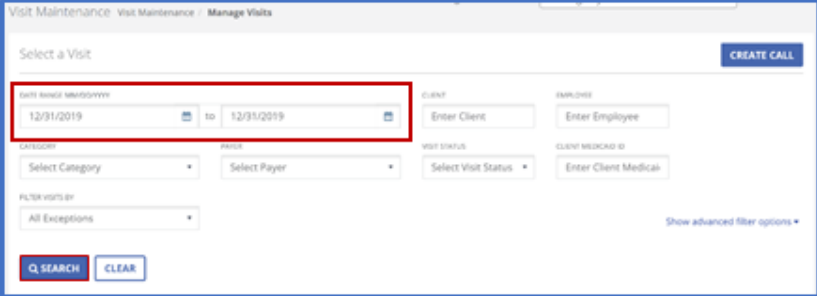

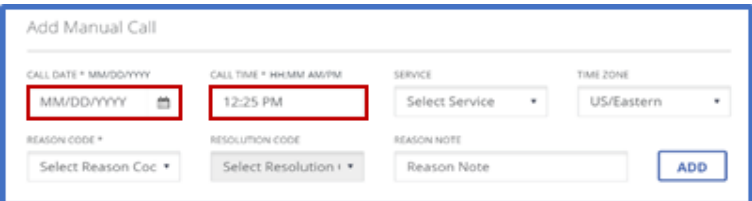

If you are an agency using an Alternate EVV system and do not see the visit in the Sandata Aggregator, check with your Alternate EVV vendor to find out why the visit is not displaying. Follow the instructions from your alternate EVV system vendor to enter the visit (if necessary) and resolve all outstanding exceptions in the Alternate EVV system.

## **QUICK REFERENCE GUIDES FOR EVV**

We will include a monthly Quick Reference Guide for step-by-step instructions on various functionalities within EVV. Examples of various quick reference guide functions include how to: Create a Client, Create a User, Clear an Exception, Add a Manual call, etc. You can find these Quick Reference Guides on the EVV Website under the [Provider tab](#).

# Missing Call

A visit must have both a call in and call out, for the visit to be verified.

<p><b>Step 1</b></p> <ul style="list-style-type: none"><li>Click <b>Visit Maintenance</b> on the navigation panel.</li></ul>	 A rectangular button with a gear icon and the text "Visit Maintenance".
<p><b>Step 2</b></p> <ul style="list-style-type: none"><li>Change the <b>Date Range</b> to match the date of the visit.</li><li>Click <b>Search</b>.</li></ul>	 A screenshot of the "Visit Maintenance" search form. The "Date Range" field is highlighted with a red box, showing "12/31/2019" to "12/31/2019". Other fields include "Client", "Employee", "Category", "Payer", "Visit Status", and "Client Medical ID". A "SEARCH" button is highlighted with a red box.
<p><b>Step 3</b></p> <ul style="list-style-type: none"><li>Locate the incomplete visit.</li><li>Click on the exception indicator to view the <b>Call Log</b> tab.</li></ul>	 A screenshot of a visit list. A row for "Jenkins, Peter" is highlighted. An "Incomplete" indicator is highlighted with a red box. A tooltip for "Exception: Visit Without Out Call" is visible over the indicator.
<p><b>Step 4</b></p> <ul style="list-style-type: none"><li>Enter the <b>Call Date</b> and the <b>Call Time</b>.</li></ul>	 A screenshot of the "Add Manual Call" form. The "CALL DATE" field is highlighted with a red box, showing "MM/DD/YYYY". The "CALL TIME" field is highlighted with a red box, showing "12:25 PM". An "ADD" button is highlighted with a red box.
<p><b>Step 5</b></p> <ul style="list-style-type: none"><li>Select <b>Reason Code</b> and <b>Resolution Code</b>, then click <b>Save</b>.</li></ul>	 A screenshot of the "Reason Code" and "Resolution Code" selection fields. Both dropdown menus are highlighted with a red box. A "SAVE" button is highlighted with a red box.