

ELECTRONIC VISIT VERIFICATION

December 2020
Issue 33

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

Alternate EVV Support:

- 844-289-4246
- OHAItEVV@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

COVID AND EVV

Earlier this year, ODM and its partners modified EVV requirements to provide flexibility in light of the COVID-19 pandemic. Those flexibilities included:

- Allowing providers new to Medicaid to receive a provider agreement without completing EVV training; and
- Temporarily lifting the requirement for an electronic signature or voice recording from the individual receiving services at the time of the visit. (This requirement never applies to Department of Developmental Disabilities(DODD) waiver services.)

As we continue to move forward, we are reinstating the requirement that providers complete training before obtaining a Medicaid Provider Agreement (PA). Phase 3 Implementation progresses into 2021 and efforts continue to ensure provider compliance and completion of training. Establishing good business practices using EVV are critical to the provider's successful billing in the future.

If you are a new provider who did not complete training prior to getting your Medicaid provider number, please complete training, access the EVV system and begin reporting visits no later than Jan. 1, 2021.

The requirement that the electronic signature or voice recording from the individual at the time of the visit will continue to be suspended at this time.

MANDATORY EVV USE FOR PHASE 3 SERVICES

The 21st Century Cures Act requires states to implement EVV for all personal care services no later than January 1, 2021. All personal care services except participant-directed services were subject to EVV requirements in Phases 1 and 2. Participant directed services are included in Phase 3 of the program.

Phase 3 services could first be documented in the EVV system in Sept. 2020. Per the 21st Century Cures Act, EVV will be required for those services beginning on Jan. 1, 2021. Information about training for providers of those services can be found on the [ODM EVV Training web page](#).

As a reminder, Home Health Therapies are also included in Phase 3 and must be documented in the EVV system beginning Jan. 1, 2021.

EVV STAKEHOLDER ADVISORY GROUP

A virtual meeting of the EVV Stakeholder Advisory Group will be held on Wednesday, Jan. 27, 2021. Please look for an appointment from EVVPolicy@medicaid.ohio.gov. The appointment will include a link you can use to register for the meeting. After you register, you will receive information about how to participate.

If you would like to participate in the meeting and do not receive the appointments, please contact EVVPolicy@medicaid.ohio.gov.

PROVIDER 1:1 HELP SESSIONS

ODM sent out letters in November which described EVV compliance rates for providers. The ranges of these letters were 0-25%, 26-50%, 51-75%, and 76-98% of visits in a verified status. The letter included a link to register for provider 1:1 sessions to receive one on one assistance with your EVV portal. We have completed a total of 56 1:1 provider sessions to date (mid-December). Feedback from providers is that these sessions are very helpful.

Providers who have completed a one on one session feel more confident in maintaining their visits, and more prepared for when claims may be impacted in the future. If you clicked on the link and there were no available sessions, please check back again soon. We are continuously opening up more sessions and will be posting more sessions for January/February soon.

JANUARY EVV WEBINARS

January webinars will focus on best practices of EVV maintenance and how to make sure a visit supports your claim. If you would like to attend, please use the links below to register. If you are unable to attend the live webinar, a recording of the webinar and a copy of the presentation will be posted to the Webinar tab on the ODM website.

Webinar	Date and Time	Link to Register
Be Successful with EVV!	Friday, Jan. 22, 2021, 9:00 A.M. – 10:30 A.M. EST	Register
Be Successful with EVV!	Tuesday, Jan. 26, 2021, 3:00 P.M. – 4:30 P.M. EST	Register
Be Successful with EVV!	Friday, Jan. 29, 2021, 2:30 P.M. – 4:00 P.M. EST	Register

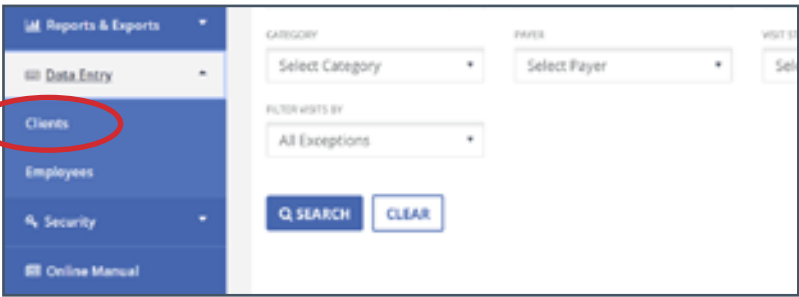
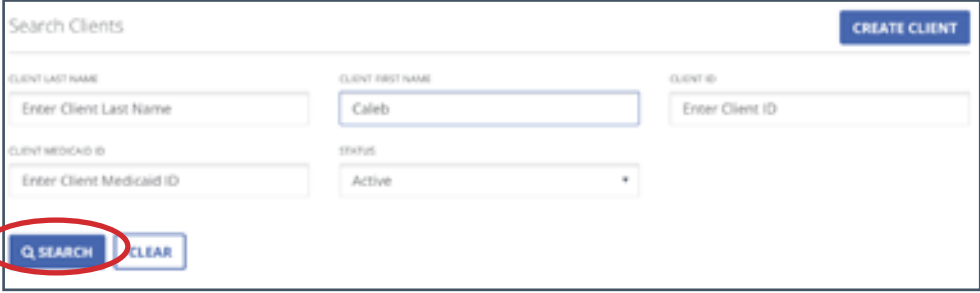

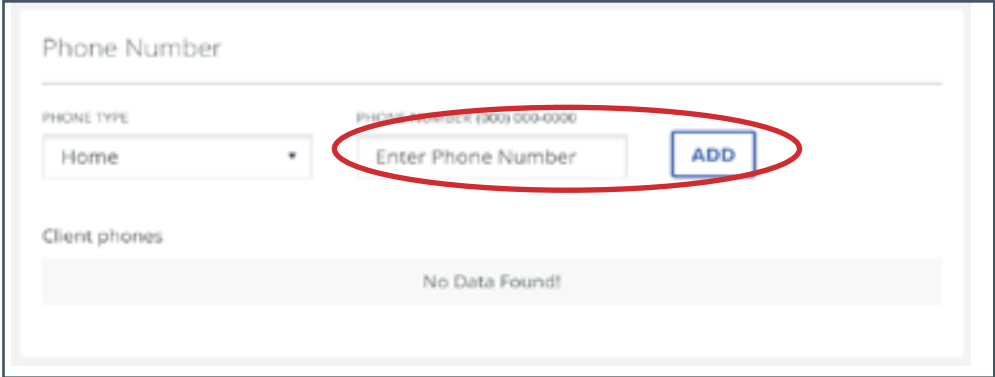
The ODM EVV team is looking for topic suggestions for future webinars. If you have topics you'd like to see in webinars that would be beneficial to providers, please send them to EVV@medicaid.ohio.gov.

QUICK REFERENCE GUIDE FOR EVV

Monthly, we will include a Quick Reference Guide (following page) 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](#).

UNMATCHED CLIENT ID/PHONE

Unmatched Client ID/Phone means the telephone number used to place the call-in and/or call-out does not match the telephone number listed on the client record. If you are calling from the client's phone and still getting this exception, you may need to update the phone number on the client record. This will prevent future exceptions.

<p>Step 1</p> <p>Click DATA ENTRY then CLIENTS on the navigation panel.</p>	
<p>Step 2</p> <p>Use the search fields to identify the client</p> <p>Click SEARCH.</p>	
<p>Step 3</p> <p>Click the PENCIL ICON located next to the client's name.</p>	
<p>Step 4</p> <p>Enter the correct phone number for the client, then click ADD.</p>	
<p>Step 5</p> <p>Click SAVE.</p>	