

ELECTRONIC VISIT VERIFICATION NEWSLETTER



Department of
Medicaid

NEWS ABOUT THE EVV PROGRAM AND IMPLEMENTATION IN OHIO

ISSUE 23 February 2020

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-third issue of EVV Newsletter includes the following information:

- EVV Provider Hotline Reminder
- Zendesk Ticketing System for EVV Provider Hotline
- EVV Stakeholder Advisory Group
- Survey for Training Opportunities
- EVV Question and Answer Sessions
- Reviewing Past Visits on Sandata Mobile Connect (SMC)
- Duplicate Visits and Claims Matching

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**.

EVV PROVIDER HOTLINE REMINDER

A recent review of tickets for the EVV Provider Hotline has shown an increased call volume for reasons not meant for this assistance. The EVV Provider Hotline is only for **technical assistance** and to troubleshoot issues with EVV, Sandata Mobile Connect (SMC), TVV or devices.

Do not call the EVV Provider Hotline if:

- DCW missed a call in/call out or was late.
- DCW forgot to bring an electronic device to use at the visit.
- Since the "agency told me to".
- Connectivity issues and agency will not allow TVV to be used.
- DCWs needing reset passwords – DCWs should use "Reset Password" feature or contact the Agency EVV Administrator to reset passwords.
- Request times of call in/call out for timesheet documentation.
- Requesting a TVV number- Agency EVV Administrator should supply this.

Call agents will no longer provide ticket numbers for these issues. They will send the caller back to the Agency. If you have any questions regarding the hotline or about the EVV program, please reach out to the EVV inbox at EVV@medicaid.ohio.gov.

ZENDESK TICKETING SYSTEM FOR EVV PROVIDER HOTLINE

Effective **March 9th**, the EVV Provider Hotline will move to a new ticketing system used to track phone calls, system issues and escalations. Sandata is switching over from eTRAC to Zendesk. There are few changes providers will notice when this happens.

- After a call into the EVV Provider Hotline, providers will receive an e-mail with a ticket number from the call. This will be a 5-digit number versus the numbers currently starting with "T2020".
- Within 24 hours of a solved ticket, providers will receive an e-mail with an **optional** survey to let us know how their issue was resolved. Results from this **optional** survey will provide enhancements to agent training and troubleshooting.
- The other notable change is a new e-mail address ODMCustomerCareEmail@sandata.com. Effective March 9th, the old e-mail EVVProviderHelpDesk@etraonline.net will send a bounce back message with the new e-mail address.
 - This email is to troubleshoot **technical** issues you may have with Electronic Visits Verification (EVV), Sandata Mobile Connect (SMC), or Telephony Visit Verification (TVV).
 - You will no longer need to log into eTRAC to retrieve your messages.

It is important to note that the EVV Provider Hotline phone number will remain the same at 855-805-3505. In addition, the EVV inbox will remain the same for EVV program questions, EVV@medicaid.ohio.gov.

EVV STAKEHOLDER ADVISORY GROUP

The next meeting of the EVV Stakeholder Advisory Group will be held on Wednesday, March 11, 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 before the close of business on Friday, February 28, 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 are not receiving appointments, please contact EVVPolicy@medicaid.ohio.gov.

SURVEY FOR ADDITIONAL TRAINING OPPORTUNITIES

ODM and Sandata would like to hear what types of additional training opportunities would be beneficial to providers. We have created a survey intended for Phase 1 and Phase 2 providers who are providing EVV-eligible services.

Please click [here](#) to provide survey feedback before Wednesday, March 18th. You can also type the following link into your web browser <https://www.surveymonkey.com/r/ODMFebNewsletter>. Survey feedback will be valuable when looking into where and when additional trainings can be held in 2020.

EVV QUESTION AND ANSWER SESSIONS

ODM and Sandata have hosted monthly webinar topics on various topics over the past year. Q&A sessions at the end have become very beneficial to providers to answer questions they may have about the EVV program that are not related to the webinar topic. Five webinar Q&A sessions are being offered starting in early March. Each webinar will be an open question and answer session for one hour to allow providers, individuals, and other stakeholders time to ask questions in the Q&A feature in the Zoom meeting. The EVV team will answer as many questions as possible in the available time. If questions remain at the end of the webinar, the questions can be directed to the EVV inbox at EVV@medicaid.ohio.gov. Please click on the below links to register for the webinars you wish to attend.

Webinar	Date/Time	Link to Register
ODM EVV Open Q&A Session	Monday, March 2 nd , 2020 2:00pm – 3:00pm	Register
ODM EVV Open Q&A Session	Monday, March 16 th , 2020 2:00pm – 3:00pm	Register
ODM EVV Open Q&A Session	Monday, March 30 th , 2020 2:00pm – 3:00pm	Register
ODM EVV Open Q&A Session	Monday, April 13 th , 2020 2:00pm – 3:00pm	Register
ODM EVV Open Q&A Session	Monday, April 27 th , 2020 2:00pm – 3:00pm	Register

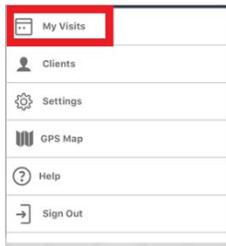
REVIEWING PAST VISITS ON SANDATA MOBILE CONNECT (SMC)

We've recently noticed an increased number of caregiver calls to the EVV Provider Hotline asking for past visit information. Below are step-by-step instructions on how to review past visits in SMC. **You can print this page and share with your employees/caregivers to aide in the finding the Past Visit history.**

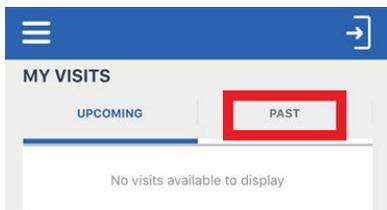
1. On the Home screen after you log in, click on the **3 Lines** at the top left corner of your screen.



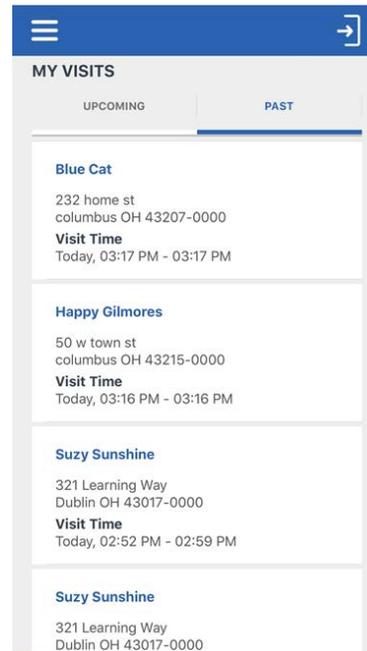
2. Click on **My Visits**.



3. Click on **Past**.



4. Note the historical visit information.



5. Click on a visit to review the details.



DUPLICATE VISITS AND CLAIMS MATCHING

As you may already know, it is possible to have exact duplicates of EVV visits in the Sandata Aggregator. A duplicate visit is a visit that has the exact same client, employee, service, visit date, and visit times as another visit. Duplicated visits would be visible in the Sandata Aggregator, like this example:

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Bill Hours	Visit Status	Units
Four, Test	Doe, John	HPC	02/18/2020	09:00 AM	11:00 AM	02:00	02:00	Verified	8
Four, Test	Doe, John	HPC	02/18/2020	09:00 AM	11:00 AM	02:00	02:00	Verified	8

Duplicate visits can occur if:

- 1) An agency provider is using an alternate EVV system and the system sends exact duplicates of visits to the Aggregator, either because the provider has duplicate visits or due to some technical issue.
- 2) A provider is using the Sandata EVV system and they manually create a duplicate of an existing visit.

What you may not know is how duplicate visits can affect the matching between your EVV claims and visits. If you have two or more visits that have the same client, employee, service, visit date, and visits times **and** those duplicate visits are in a Verified status, then the visits will not be able to be matched to the claim that is submitted for that visit. This is because the Ohio Department of Medicaid (ODM) recognizes that there cannot logically be two exact same visits occurring at the same time. As a result, the claims matching process between a provider's claim and EVV visits has been built to consider duplicate visits an error. ODM wants providers to have the opportunity to notice and correct the error, which is why providers will see an edit on the claim that there was no EVV match for the visit.

If you happen to have the issue of duplicate visits, you can correct the issue by marking the duplicated visit(s) as "do not bill" in the Sandata EVV portal, or fixing in the Alternate EVV system.