

## Issue #25

## Contact Us

### ***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

## ***The Importance of Continued Use of EVV During COVID-19***

Providers should have received a letter and phone call or text message in March regarding EVV requirements during COVID-19. We are including the letter in this month's newsletter for any providers who may have missed it.

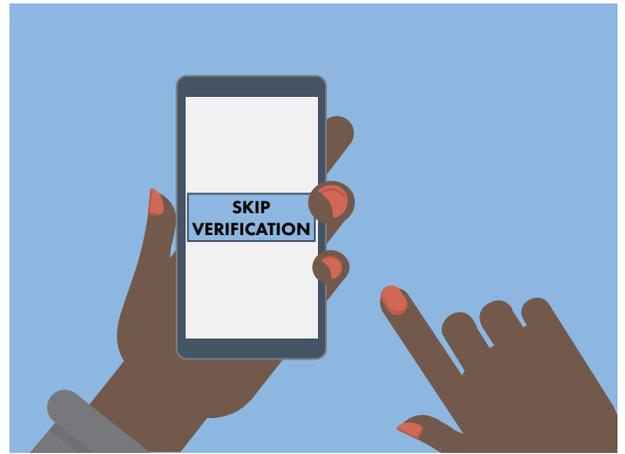
We have received multiple questions about the continued use of EVV during the COVID-19 crisis. Providers with access to the EVV system must continue to log visits. The Ohio Department of Medicaid (ODM) and Sandata are monitoring EVV information to identify individuals with a sudden drop in visits (e.g., the individual was previously receiving services seven days a week and is now only receiving services once a week). This information is an important tool to recognize individuals at risk during the COVID-19 crisis and for outreach to them. Thank you for your efforts and cooperation during this time.

## ***EVV Requirements During COVID-19***

You have been identified as a provider with an active Medicaid contract to provide services that are subject to EVV requirements. ODM would like to clarify expectations regarding EVV during the COVID-19 emergency. Providers of EVV-eligible services should use best efforts to continue using EVV during this crisis. The following adjustments, however, apply during the COVID-19 pandemic:

- The EVV training requirement for new providers is suspended. This means new providers do not have to take EVV training and submit a training completion

certificate before completing their enrollment process. *However, any new provider of EVV-eligible services during this time will need to take EVV training after the COVID-19 crisis has passed, if they wish to continue to be a Medicaid provider.*



- The requirement for providers to capture client verification after an EVV-eligible visit is temporarily suspended. Temporarily relaxing this requirement is intended to assist with safe physical distancing practices by removing the need to pass a device between the caregiver and individual at the end of a visit. While the verification requirement will continue to appear on the device screen, the caregiver can select “Skip Verification” when ending the visit in the Sandata Mobile Connect (SMC) application. If providers are logging an EVV visit over the phone using telephony, they can simply hang up on the “Call Out” when they get to the client verification prompt.
- The Sandata system also will suspend the Client Signature Exception, the Visit Verification Exception, and the Service Verification Exception at this time. These exceptions will be reinstated after the emergency is over. The exceptions were turned off as of Tuesday, March 31. In the meantime, providers are not required to clear the Client Signature Exception, Visit Verification Exception, or Service Verification Exception.

No claims are being denied because of EVV at this time. ODM will use EVV and logged visits to help ensure that individuals continue to receive services throughout this emergency and identify individuals who may not be receiving expected services. Thank you for your efforts and cooperation during this time. If you have questions regarding EVV, please reach out to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov). If you have questions about COVID-19, visit [coronavirus.ohio.gov](https://coronavirus.ohio.gov), or call 833-427-5634 (833-4-ASK-ODH).