Electronic Visit Verification (EVV)

Using EVV During the COVID-19 Pandemic

Providers of EVV-eligible services should use their best efforts to use EVV during the COVID-19 pandemic. The Ohio Department of Medicaid (ODM) is using visits logged in EVV to help ensure that individuals continue to receive services throughout this emergency, and to identify those who may not be receiving expected services.

ODM and its partner agencies have made temporary program adjustments to adapt to the current environment, including:

- Suspension of the provider requirement to capture client verification after an EVV-eligible visit. 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 continues 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.

- Suspension of the Client Signature Exception, the Visit Verification Exception, and the Service Verification Exception.

In addition, 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 must take EVV training after the COVID-19 crisis has passed if he or she wishes to remain a Medicaid provider of services subject to EVV requirements.

Currently, no claims are being denied because of EVV. If you have questions regarding EVV, please reach out to EVV@medicaid.ohio.gov. If you have questions about COVID-19, visit https://coronavirus.ohio.gov, or call 833-427-5634 (833-4-ASK-ODH).

Using EVV for Visits Completed Using Telemedicine

Emergency rules are being developed to allow home health services and the RN assessment services to be completed with telemedicine when clinically appropriate. Any visit completed with telemedicine still will require the caregiver to document the visit using EVV.

The caregiver can document the visit at the time service is provided in two ways:

- The Sandata app can be downloaded onto a device owned by the provider or the caregiver at no charge from either the Apple Store or Google Play. The caregiver can use the app to record the visit in the same manner he or she would use the mobile device in the individual's home.

- The caregiver can use telephony to record the visit at the time of service delivery.

Manual visit entry by the provider will remain an option when the visit is not recorded at the time of service delivery.

In all instances, it will be important that the visit documentation indicates that the service was provided using telehealth. In addition, the appropriate value for place of service should be used on the claim.
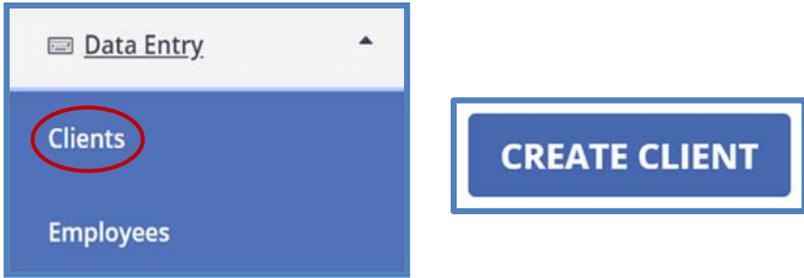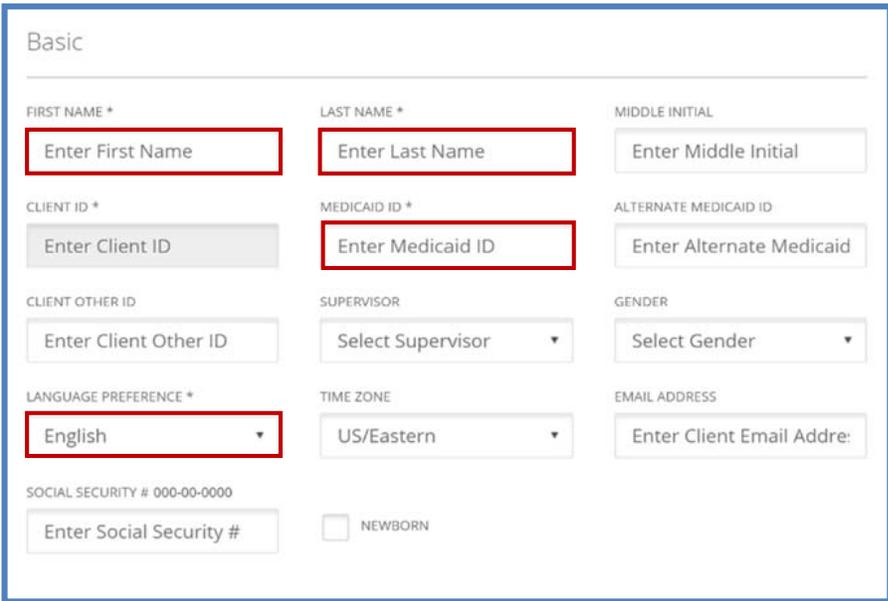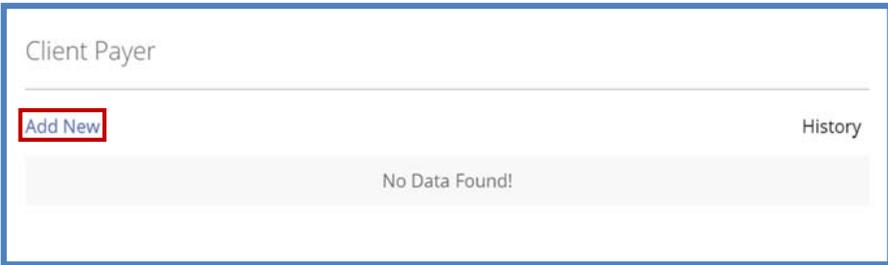
Please contact HomeHealthPolicy@medicaid.ohio.gov with questions about using telehealth for these services.

Quick Reference Guides for EVV

Each month, the newsletter will include a Quick Reference Guide for steps in EVV, such as Creating a Client, Creating a User, Clearing an Exception, and Adding a Manual Call. You can find these quick reference guides on the EVV webpage under the Provider tab.

Creating a Client

In order to search for the client and record visits in Sandata Mobile Connect (SMC), you must first create the client in Sandata EVV.

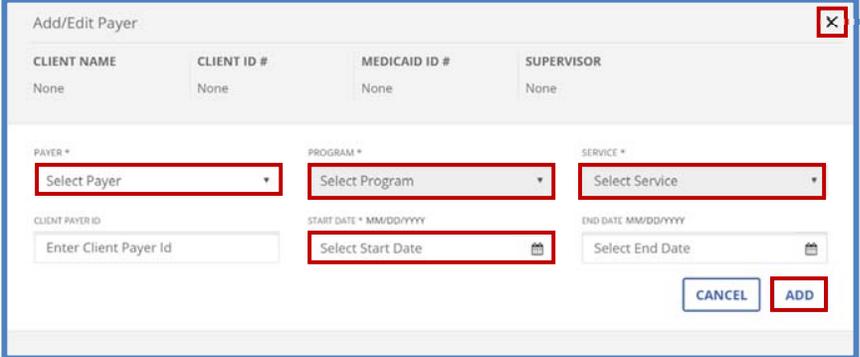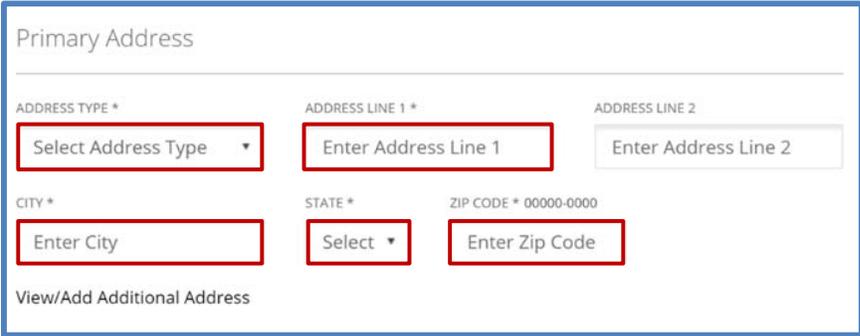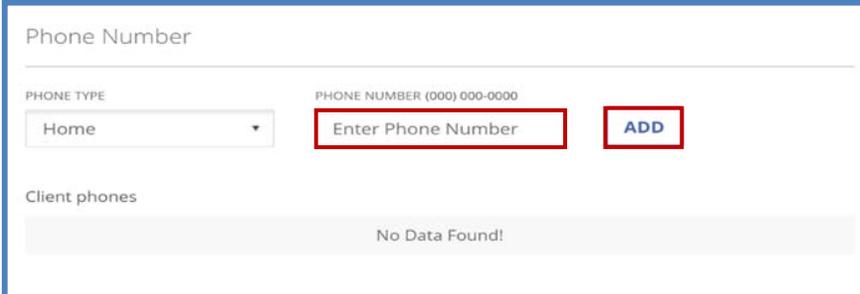|	
Step 1 • Click **Data Entry** on the navigation panel, then click **Clients**. • Click the **CREATE CLIENT** button in the upper-right corner of the screen.	
Step 2 • Enter all required fields. A required field will be indicated by an asterisk (*). • The *CLIENT ID** is currently greyed out – this appears after the client record is saved.	
Step 3 • In the *Client Payer* section, click **Add New** to open the *Add/Edit Payer* pop-up.	

Creating a Client

In order to search for the client and record visits in Sandata Mobile Connect (SMC), you must first create the client in Sandata EVV.

Step 4

- Enter the required fields, click **ADD**, then close the popup by clicking the **(x)** in the top right of the *Add/Edit Payer* screen.

Add/Edit Payer

CLIENT NAME	CLIENT ID #	MEDICAID ID #	SUPERVISOR
None	None	None	None

PAYER * Select Payer
PROGRAM * Select Program
SERVICE * Select Service
CLIENT PAYER ID Enter Client Payer Id
START DATE * MM/DD/YYYY Select Start Date
END DATE MM/DD/YYYY Select End Date

CANCEL   ADD

Step 5

- Enter a *Primary Address*. The is where the client will receive services.
- Multiple addresses may be entered by clicking **View/Add Additional Addresses**.

Primary Address

ADDRESS TYPE * Select Address Type
ADDRESS LINE 1 * Enter Address Line 1
ADDRESS LINE 2 Enter Address Line 2
CITY * Enter City
STATE * Select
ZIP CODE * 00000-0000 Enter Zip Code

View/Add Additional Address

Step 6

- Enter a *Phone Number* if available, then click **ADD**.

Phone Number

PHONE TYPE Home
PHONE NUMBER (000) 000-0000 Enter Phone Number   ADD

Client phones

No Data Found!

Step 7

- Click **SAVE** at the top or bottom of the screen.
- Be sure to record the auto-generated client ID.

SAVE   CANCEL

✓ **Success**
Client was successfully created.

CLIENT ID *
Enter Client ID

If you have questions or comments about this newsletter, please contact: EVV@medicaid.ohio.gov