

Issue #27

Contact Us

EVV Provider Hotline:

- For technical assistance with a device or EVV Portal
- 855-805-3505
- ODMCustomerCare_email@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

Emergency Rules

On Thursday, June 12, Governor DeWine signed an executive order implementing emergency rules that make changes in the Ohio Medicaid program to address the COVID-19 emergency. These rules make changes to electronic visit verification (EVV) requirements, including:

- Suspending the requirement that providers collect audio recordings or electronic signatures confirming service deliver from the individual receiving those services.
- Allowing new providers to enroll as Medicaid providers without completing EVV training.

The emergency rule can be found on the [Register of Ohio](#) and is in effect until October 11, 2020.

If you have questions about the emergency rule, email EVVPolicy@medicaid.ohio.gov.

EVV Stakeholder Advisory Group

The EVV Stakeholder Advisory Group will hold a virtual meeting Wednesday, July 22, to share information about phase three of the EVV program. An invitation will be sent from EVVPolicy@medicaid.ohio.gov that includes a link to register for the meeting. After registering, you will receive participation instructions.

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

Webinars

For the last several months, Ohio Medicaid has held open question and answer webinars. Individuals receiving services, providers, and other stakeholders had an opportunity to ask questions about the Ohio Medicaid EVV program. We now seek your feedback about what you would like to see in webinars in July and moving forward. Please send your suggestions to EVV@medicaid.ohio.gov.

Returning Devices in eTRAC

When an EVV device needs to be returned to Sandata, providers can begin the process in eTrac. One step in this process is selecting the reason the device is being returned. As of June 12, there also are two additional options in eTRAC to return the device, including:

- No longer receiving care from provider.
- Individual expired.
- Device not needed.
- Using SMC- device not needed (provider could be using SMC on another smart device)

Status	Action
In Home <input type="button" value="View Tracking"/>	<input type="button" value="Return Device"/> Return Device -- Select a Return Reason -- No Longer Receiving Care from Provider Individual Expired Device not needed Using SMC- Device not needed <input type="button" value="Verify Address"/> <input type="button" value="Submit"/>

Providers also can call the EVV Provider Hotline at 855-305-3505.

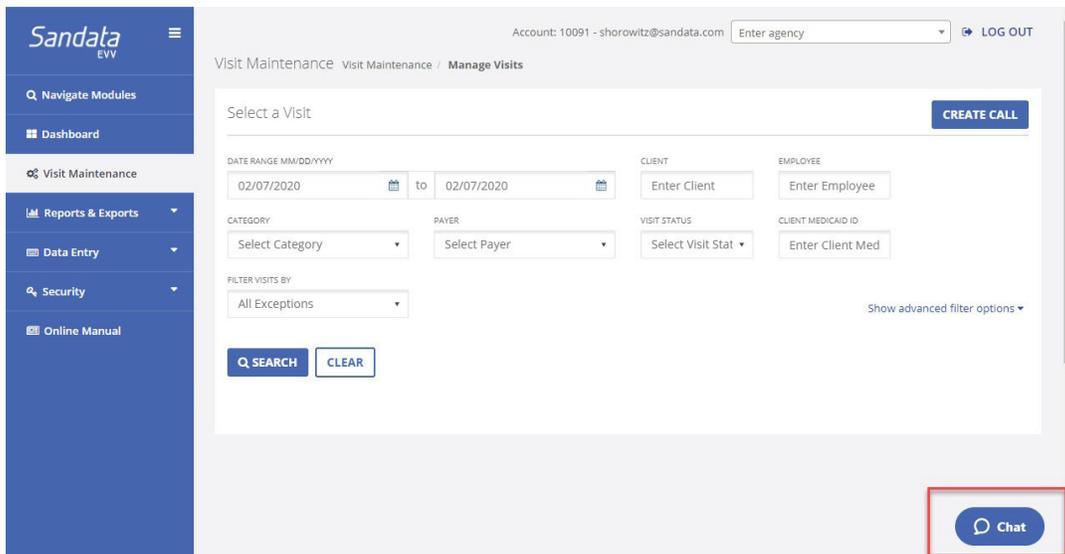
Medicaid Website Redesign Survey

Ohio Medicaid is redesigning its website and modernizing the information, features, and navigation of the agency's portal. A critical part of this effort is making sure we understand what individuals like you want and expect from the Medicaid site. That's why we're inviting you to participate in a brief [Ohio Medicaid web user experience survey](#). The survey should take no more than 5 minutes.

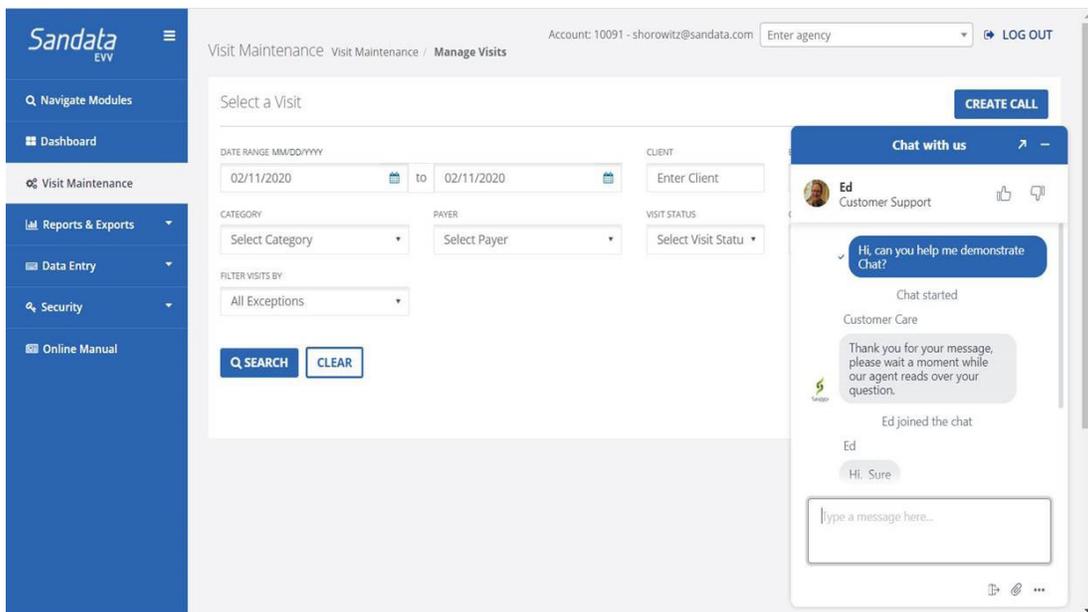
Sandata EVV Chat Functionality Coming Soon

Effective Friday, July 10, Sandata EVV will have a chat function available for users to obtain technical assistance. You will see an additional button on the bottom left of the Visit Maintenance screen. When selected, a Chat pop-up will appear and you will be able to communicate directly with an agent at the EVV provider hotline. The screenshot below is an example of what you will see in EVV.

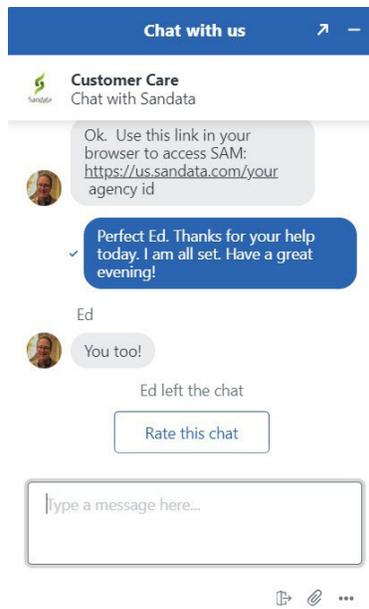
1. A blue chat button will appear at the bottom right of the screen:



2. By clicking on the button, a live agent will ask how they may assist you.



3. After the chat ends, the user will have the option to rate their experience.

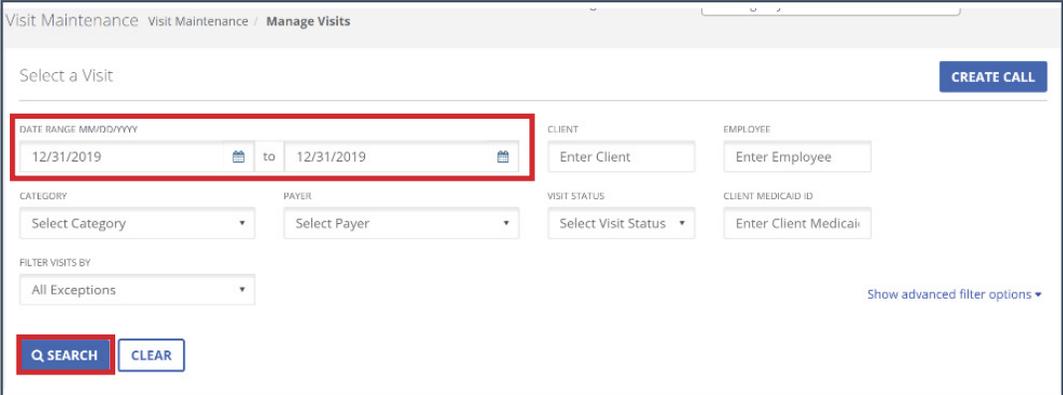
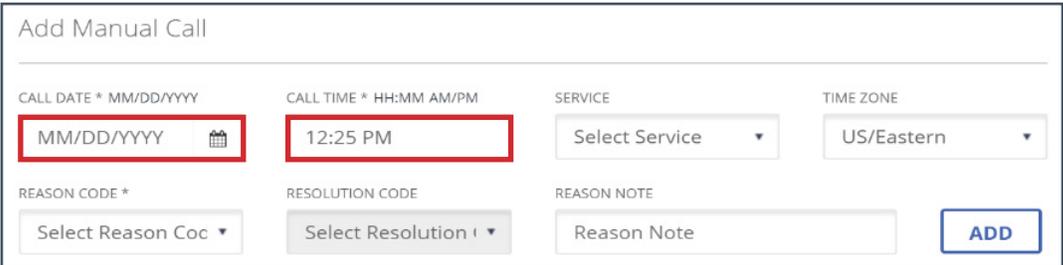


Quick Reference Guides for EVV

Each month, we 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. This month's Quick Reference Guide explains what to do when the visit has a Missing Call.



Missing Call: a visit must have both a call in and call out for the visit to be verified.

<p>Step 1:</p> <ul style="list-style-type: none">Click the Visit Maintenance on the navigation panel	
<p>Step 2:</p> <ul style="list-style-type: none">Change the Date Range to match the date of the visitClick Search	
<p>Step 3:</p> <ul style="list-style-type: none">Locate the incomplete visit. Click on the exception indicator to view the Call Log tab.	
<p>Step 4:</p> <ul style="list-style-type: none">Enter the Call Date and the Call Time.	
<p>Step 5:</p> <ul style="list-style-type: none">Select Reason Code and Resolution Code, then click Save.	