

# ELECTRONIC VISIT VERIFICATION NEWSLETTER

## 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-eighth issue of EVV Newsletter includes the following information:

- Alternate EVV Certification Deadline
- Alternate EVV Phase 3 Specifications
- EVV Provider Hotline Hours of Operation
- Device Reminders
- General Training Update for Phase 3
- Webinars Scheduled in August
- Quick Reference Guides

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## 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 [ODMCustomerCareemail@sandata.com](mailto:ODMCustomerCareemail@sandata.com).

If you have general EVV questions or would like to report a problem, please email the EVV Unit at [EVV@medicaid.ohio.gov](mailto: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**.

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## ALTERNATE EVV CERTIFICATION DEADLINE

The deadline for each provider-vendor combination to complete the alternate EVV system certification process has been extended to September 1, 2020 in recognition of challenges that may have been presented by the COVID-19 pandemic. Both the alternate system demonstration requirement and the Sandata process validating the transmission of EVV data to the aggregator must be completed successfully before a system is certified. **Providers who have not completed the certification process by September 1, 2020 may be required to transition to the Sandata system until their alternative system is fully certified.**

It is important you take advantage of the additional time and continue working toward certification.

If you have completed the process validating the transmission of data to the Sandata aggregator, but you haven't completed an alternate EVV system demonstration, please do the following:

1. Ask your vendor if they have documentation showing they successfully completed a demonstration with another provider.
2. If your vendor can provide the requested documentation, please work with your vendor to complete **Part 2** of the [Request to Schedule Demonstration](#) form. Submit the completed form to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).
3. If your vendor cannot provide the requested documentation, please work with your vendor to schedule a demonstration. The completed [Request to Schedule Demonstration](#) form can be submitted to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).

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## ALTERNATE EVV PHASE 3 SPECIFICATIONS

Phase 3 of the Ohio Medicaid EVV Initiative will be fully implemented on January 1, 2020. In preparation, the [technical specifications](#) for alternate EVV systems have been updated ODM website. New codes for Phase 3 programs and services have been added.

Alternate EVV systems will not be required to complete a recertification process for Phase 3.

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## EVV PROVIDER HOTLINE HOURS OF OPERATION

As you may know, the COVID-19 pandemic has created significant budget challenges for the State of Ohio. As a result, we are forced to reduce the EVV Provider Hotline hours to core hours when most of the calls are received. Effective August 1, 2020, the EVV Provider Hotline will be available as follows:

Monday – Friday 8:00 a.m. – 7:00 p.m.

Saturday – Sunday 9:00 a.m. – 5:00 p.m.

90% of the calls historically received by the call center come in during the new hours. ODM and Sandata remain committed to providing quality customer service to all providers. We are developing Quick Reference Guides that will be an easy step by step resource to assist providers in areas where we frequently receive questions.

In addition, please remember that manual visit entry will remain an option if a caregiver is unable to log a visit when the call center is unavailable. Please reach out to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov) with any questions.

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## PROVISIONED DEVICE REMINDERS

In order for the ODM provisioned devices to receive necessary updates for the device to run properly, we recommend turning the device on. It does not need to stay on when the visit is not taking place. If the device does not get the routine releases pushed through the Airwatch software, it will not function properly. This may result in a phone call to the EVV Provider Hotline for technical assistance.

In addition, Alt EVV providers who use Sandata EVV and then switch to an alternate vendor should return all devices currently in use. These devices will no longer work with the new alternate vendor. You can return and review the devices currently in your individuals' homes by going to [eTRAC](#) and clicking on "List Devices". Please remind the individuals to whom you provide services that they will be receiving empty envelopes to return the devices as you will be using a different system.

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## PHASE 3 TRAINING UPDATE

ODM and Sandata have made significant changes to improve training and to keep everyone safe during the COVID-19 pandemic. Phase 3 training will be offered in online webinar and online self-paced courses. This approach to training will give providers more choices and times for classes that suit their schedules. Training registration opens on September 15, 2020. At this time, Phase 3 providers will be able to review the courses available and the dates/times webinars are offered. We will begin training webinars and self-paced training on October 5, 2020.

The classes will be specific to the roles which agency employees have in their organizations. A similar approach is being implemented for non-agency providers. This breaks the training into more focused sessions. This approach will provide more flexibility in scheduling and improve training effectiveness.

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## WEBINARS SCHEDULED IN AUGUST

August webinars will focus on the Alternate EVV Certification requirements, deadlines and what happens if an agency does not meet the requirements by September 1<sup>st</sup>. 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 it will be posted to the Alternate System section of the ODM EVV webpage.

Webinar	Date/Time	Link to Register
Alternate EVV Certification and Changes	Wednesday, August 5th, 2020 2:30pm EST	<a href="#">Register</a>
Alternate EVV Certification and Changes	Monday, August 10 <sup>th</sup> , 2020, at 9:00am EST	<a href="#">Register</a>

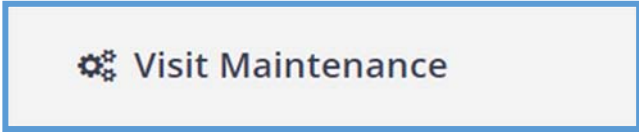
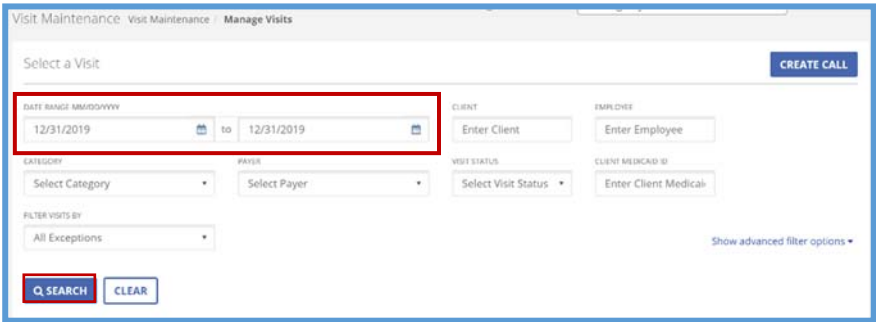
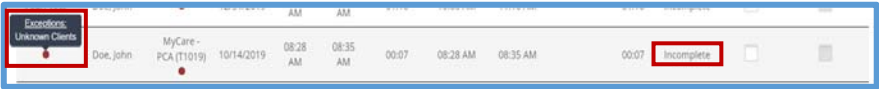
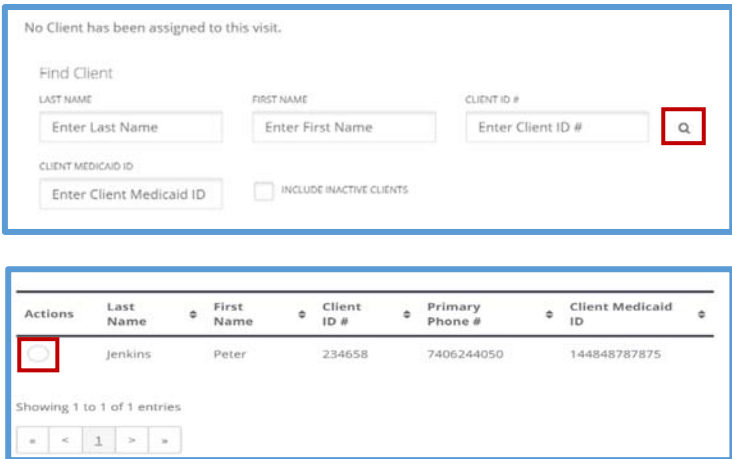
The ODM EVV team is looking for suggestions for future webinars. If you have topics you'd like to see in webinars, or that would be beneficial to providers, please send them to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).

## 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, Adding a Manual call, etc. You can find these Quick Reference Guides on the EVV Website under the Provider tab.

### Unknown Client

A client must be assigned to a visit in Visit Maintenance, for the visit to be verified.

<p><b>Step 1</b></p> <ul style="list-style-type: none"> <li>Click <b>Visit Maintenance</b> on the navigation panel.</li> </ul>	
<p><b>Step 2</b></p> <ul style="list-style-type: none"> <li>Change the <i>DATE RANGE</i> to match the date of the visit.</li> <li>Click <b>SEARCH</b>.</li> </ul>	
<p><b>Step 3</b></p> <ul style="list-style-type: none"> <li>Locate the incomplete visit. Click on the exception indicator to view the <i>Client</i> tab.</li> </ul>	
<p><b>Step 4</b></p> <ul style="list-style-type: none"> <li>Enter the <i>LAST NAME, FIRST NAME, or CLIENT MEDICAID ID</i>, then click search. You may also do a general search, by leaving these fields blank.</li> <li>Click the circle icon (○) next to the client name.</li> </ul>	

## Step 5

- Select *REASON CODE* and *RESOLUTION CODE*, then click **SAVE**.

REASON CODE *	RESOLUTION CODE	REASON NOTE	
Select Reason Code ▾	Select Resolution C ▾	Reason Note	<b>SAVE</b>