Ohio | Department of Medicaid

Electronic Visit Verification

Issue #29

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

Getting Ready for Phase 3 EVV Training

Electronic Visit Verification (EVV) system changes for Phase 3 of the EVV program go into effect September 4, 2020; mandatory use is effective January 1, 2021. Phase 3 includes participant-directed services and home health therapies. To ensure you meet all Medicaid requirements and are ready for Phase 3 of the Ohio Medicaid EVV program, follow these guidelines below.

Note: Training registration opens on September 15, 2020 Webinar sessions begin on October 5, 2020.

Before you register and take training classes:

- Verify the email listed in the Service Location in MITS.
- Confirm your email and all your contact information in MITS is current.
- View the instructions for updating your email address in MITS: Update Provider E-mail in MITS.
- Change your email address in the MyOhio system or systems used by other agencies.
- Note: Updating information in another payers' system such as the Department of Developmental Disabilities, the Ohio Department of Aging, or a managed care plan will not automatically update your information in the Ohio Department of Medicaid's (ODM) MITS system. You must update your information in both systems (i.e., MyOhio and the other payer's system).
- Add the following address to your safe senders list: DoNotReply@sandata.com.
- Check your junk email to be sure you are not missing any communications regarding EVV.

For more information, contact the EVV Provider Hotline at 855-805-3505. The hotline is available Monday through Friday from 7:00 am to 8:00 pm EST and Saturday and Sunday from 9:00 am to 5:00 pm. If you have general EVV questions, email EVV@medicaid.ohio.gov.

Phase 3 Registration and Training Timelines

EVV System Changes: Sandata EVV system will be effective on September 4, 2020. Users who already are using the system, have been provided bridge training information. New users will follow Phase 3 new provider training.

Phase 1 and Phase 2 providers: Providers who have already taken training in an earlier phase may log into their existing Sandata Learning Management System (LMS) account to register for the instructor-led bridge training webinars. Bridge training is offered in self-paced and webinar formats. Webinar dates are available. Providers with an existing LMS account were automatically enrolled in self-paced training and should have received an email with further details. If you have not completed EVV training, please review the information below for Phase 3 training. For more information, visit the ODM EVV website's Provider Tab. Providers using alternate EVV systems do not need to take the bridge training.

Phase 3 new provider training: ODM is taking a new approach to EVV training in Phase 3 based on feedback from providers in prior phases. In Phase 3, you can access the EVV system after you take just one or two short courses in the Sandata LMS.

When your training is complete you will receive a link to your Welcome Kit with your initial EVV login credentials. The required courses for agency providers are Overview (60 minutes) and Security (40 minutes). The required course for non-agency providers is Overview (60 minutes).

Roles: ODM recognizes that agency providers often have different people in distinct roles of their organization who will use the EVV system. After taking the initial courses, you will receive web links that you and other agency staff can use to take additional EVV system training that reviews specific system functions.

Types of training: Two types of training are available. Self-paced web training offers 24-hour learning. Instructor-led, web-based training offers a chance to work with an instructor during remote learning. You will choose from six courses that explain how to perform different tasks in the Sandata EVV system.

Please note: Non-agency providers do not take the security course.

The available courses are:

Courses	Duration	Content Overview	Intended Audience (Agency Only)
Overview	60 minutes	This course supplies an overview of the modules in the Sandata EVV system	Office staff
Security (agency only)	40 minutes	This course covers how users are added, managed, and deleted from an agency's EVV account	Designated agency representative/ security administrator
Data entry	60 minutes	This course explains how to search for, create, edit, and deactivate client and employee (caregiver) records	Office staff
Visit capture (SMC, TVV)	30 minutes	This course shows a caregiver how to use, start, and complete a visit using mobile and telephony visit verification methods	Office staff and caregivers
Visit maintenance	90 minutes	This course provides a detailed review of the visit maintenance module	Office staff
Group visits	45 minutes	This course explains how a caregiver starts and completes a group visit using mobile and telephony visit verification methods	Office staff and caregivers

EVV Provider Hotline Hours of Operation

Please note an update to the Monday – Friday hours from the previous newsletter.*

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 7:00 a.m. – 8:00 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 with any questions.

Webinars Scheduled in September

September webinars will focus on the Phase 3 system updates, training registration, bridge training, and a longer Q&A session to allow providers to ask questions. Please use the links below to register. If you are unable to attend the live webinar, a recording will be posted on September 18 to the Webinar tab on the ODM website.

Webinar	Date/Time	Link to Register
Preparing for EVV Phase 3	Wednesday, September 9, 2020 1:00 p.m. - 2:00 p.m. EST	Register
Preparing for EVV Phase 3	Tuesday, September 15, 2020 9:00 a.m. - 10:00 a.m. EST	Register

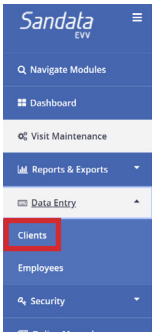
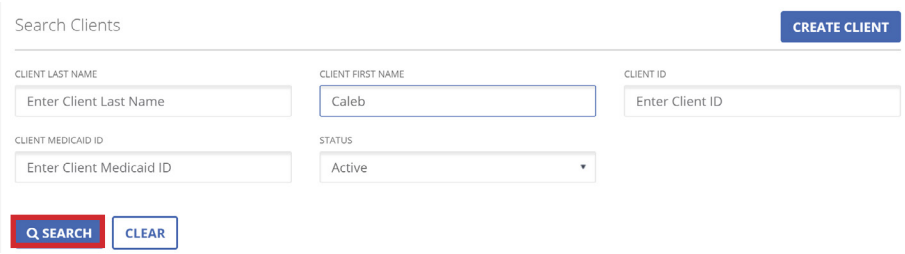
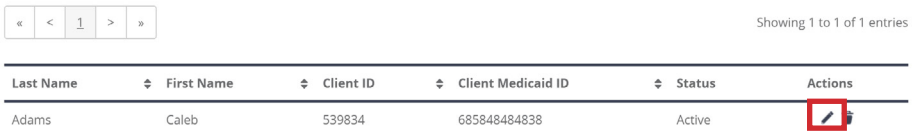
The ODM EVV team is looking for suggestions for future webinars. If you have topics you would like covered in webinars or that would be beneficial to providers, please send to EVV@medicaid.ohio.gov.

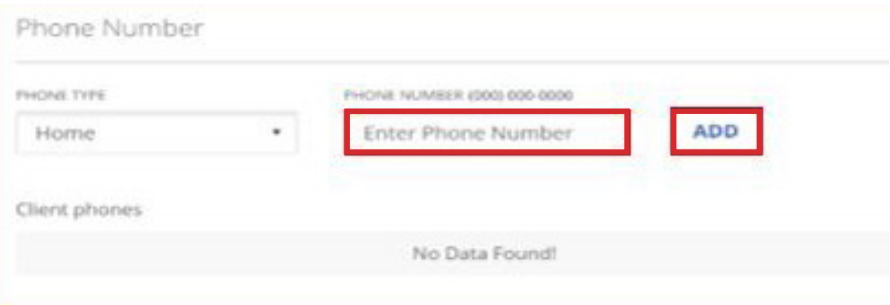
Quick Reference Guides for EVV

Each month, we 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 Website under the Provider tab.

Unmatched Client ID/Phone

Unmatched Client ID/Phone means the telephone number used to place the call-in and/or call-out does not match the telephone number listed on the client record. If you are calling from the client's phone and still get this exception, you may need to update the phone number on the client record. This will prevent future exceptions.

Step 1: • Click Data Entry then Clients on the navigation panel.	
Step 2: • Use the search fields to identify the client • Click SEARCH.	
Step 3: • Click the pencil icon located next to the client name	

Step 4 • Enter the correct phone number for the client, then click ADD.	
Step 5 • Click SAVE.	