

ELECTRONIC VISIT VERIFICATION

January 2021
Issue 34

CONTACT US

Hour of Operations:

- Monday - Friday
7 a.m. - 8 p.m.
- Saturday - Sunday
9 a.m. - 5 p.m.

EVV Provider Hotline: For technical assistance with a device or EVV Portal.

- 855-805-3505
- ODMCustomerCare_email@sandata.com

Alternate EVV Support:

- 844-289-4246
- OHAItEVV@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

EVV Program meets federal requirements

The Centers for Medicare and Medicaid Services (CMS) recently informed the Ohio Department of Medicaid (ODM) that its Electronic Visit Verification (EVV) Program meets personal care requirements, and federal dollars will be maintained at current levels to support the program as a result. Federal law — the 21st Century Cures Act — required states to use EVV for personal care and home health services by Jan. 1. CMS will reduce federal funding for personal care services in states that did not meet the deadline.

Ways to record visits in the Ohio EVV system

Did you know that there are three ways you can enter a visit into the Ohio EVV system?

Sandata Mobile Connect (SMC) often is the easiest way to enter a visit. Using this method, you enter the visit with a Sandata device or through the Sandata app on your own smart phone or tablet. SMC can only be used at the time you are providing services.

Telephony (TVV) is a second way to enter a visit. When using telephony, visit information is entered using the keypad on your phone; the call-in number to enter the data is on your Call Reference Guide found in your Welcome Kit. Your Santrax and Sandata Client ID are needed to enter all required information. Telephony is only used at the start and end times of a visit.

The third way to enter a visit is manually via the Sandata online portal. This method can be used if the caregiver forgets to enter a visit, or if the other two ways to record a visit are unavailable for any reason. Manual visits are created after the service is provided.

If you have questions about any of these methods, visit the [EVV training page](#) on the Ohio Department of Medicaid website. Online training manuals and videos provide step-by-step instructions about how to record visits. You also can call the EVV Provider Hotline at 855-805-3505 for help.

If you use an alternate EVV vendor, your vendor also is required to have three ways to enter a visit. If you have questions about those methods, please contact your vendor directly.

The future of EVV: improving focus for you

The Ohio Department of Medicaid (ODM) wants to hear from stakeholders about their experiences and ideas for the EVV program and how to make improvements. To learn from you, ODM soon will host a series of small group sessions focused on specific topics. The information you share will help us make the program better. Please watch the ODM [website](#) for information, including how to register for these sessions.

All phases of EVV rolled out

As of Jan. 1, Ohio has completed the rollout of all phases of the Electronic Visit Verification (EVV) program. Thank you to Ohio providers for the work completed to get us to this point! Please continue working with EVV to document visit data. Information about provider training for services subject to EVV are on the Ohio Department of Medicaid EVV Training [web page](#).

February Webinars

The Ohio Department of Medicaid (ODM) is hosting “General EVV Q/A” webinars in February. These webinars will enable electronic visit verification (EVV) stakeholders to ask general questions about the system and EVV policy and operations. Specific questions involving protected or private information (e.g., names of individuals, visit details) should be emailed to evv@medicaid.ohio.gov. If you are unable to attend a live webinar, a recording of it will be posted to the Webinars tab on the ODM [website](#).

Webinar	Date and Time	Link to Register
General EVV Q/A	Wednesday, Feb. 17 from 3 – 5 p.m.	Register
General EVV Q/A	Monday, Feb. 22 from 8:30 – 10:30 a.m.	Register
General EVV Q/A	Tuesday, February 23 fro 3 – 5 p.m.	Register



Quick reference guides for EVV

Monthly, we will include a Quick Reference Guide (following page) for step by step instructions on various functionalities within EVV. Examples of various quick reference guide functions include how to: Create a Client, Create a User, Clear an Exception, Add a Manual call, etc. You can find these Quick Reference Guides on the EVV Website under the [Provider tab](#).

Unauthorized Service

An Unauthorized Service means the payer, program, or service on the visit does not match the payer in the client record. If the client record is correct, follow steps 1-5 to correct the visit. If client record is incorrect, follow steps 6-9 to add or modify the client payer details.

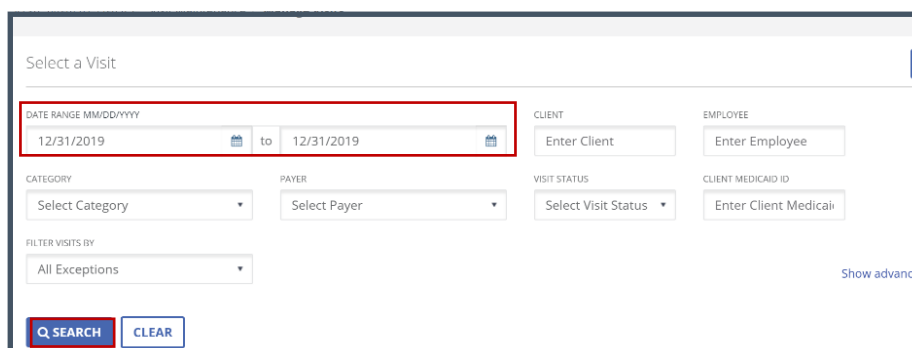
Step 1

- Click Visit Maintenance on the navigation panel.



Step 2

- Change the DATE RANGE to match the date of the visit.
- Click SEARCH.



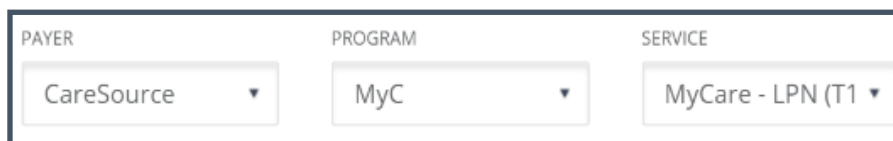
Step 3

- Locate the incomplete visit. Click on the exception indicator to view the GENERAL tab.

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill
Jenkins, Peter	Smith, Jane	Exceptions, Unauthorized Service	12/18/2019	02:05 PM	10:30 PM	08:25	02:05 PM	04:30 PM	02:25	02:25	Incomplete	<input type="checkbox"/>

Step 4

- Change the PAYER, PROGRAM, and SERVICE to match the client record.



Step 5

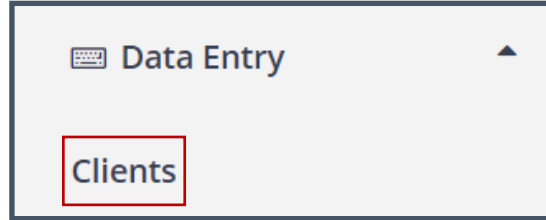
- Select the appropriate **REASON CODE** and **RESOLUTION CODE**, then click **SAVE**.

REASON CODE * RESOLUTION CODE REASON NOTE

Select Reason Code ▼ Select Resolution C ▼ Reason Note **SAVE**

Step 6

- Click Data Entry in the Navigation Panel, then click **Clients**.



Step 7

- Search for the client, then click the pencil icon to open the record.



CLIENT LAST NAME: One CLIENT FIRST NAME: Test CLIENT ID: Enter Client ID

CLIENT MEDICAID ID: Enter Client Medicaid ID STATUS: Active ▼

Q SEARCH **CLEAR**

Show: 20 per page

Showing 1 to 1 of 1 entries

Last Name	First Name	Client ID	Client Medicaid ID	Status	Actions
One	Test	155210	188384858688	Active	 

Step 8

- If the correct service is not displayed, click **ADD NEW**.

Client Payer

Add New History

Step 9

- Add the Payer, Program, Service, and Start Date, then click **ADD**. Click the x to close the payer popup.
- Click **SAVE** to save the client record.


Add/Edit Payer


CLIENT NAME	CLIENT ID #	MEDICAID ID #	SUPERVISOR
One, Test	155210	188384858688	None

PAYER * PROGRAM * SERVICE *

Select Payer ▼ Select Program ▼ 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**

SAVE