

ELECTRONIC VISIT VERIFICATION

March 2021
Issue 36

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 small stakeholder focus groups

The Ohio Department of Medicaid (ODM) is interested in learning about the electronic visit verification (EVV) experience from the stakeholder perspective. Feedback is important as we try to improve, so ODM introduced five small-group forums to collect thoughts and experiences regarding the top areas of interest among stakeholders. Each group has two co-leads: one representing EVV stakeholders and the other representing the ODM EVV program team, and approximately 10 participants.

The five small groups and with co-leads are:

EVV and individuals receiving services

Leads: Maria Matzik, Access Center for Independent Living, Inc., and Noori Morla, Ohio Department of Medicaid

This group will focus on ways the EVV user experience can improve for individuals that receive services. Identified specific topics include: EVV and participant-directed services; using the individual's wi-fi with the caregiver's device for EVV; and how EVV works for a non-verbal individual who cannot provide verification.

Support for providers using EVV

Leads: Christine Touvelle, Ohio Provider Resource Association, and Julie Evers, Ohio Department of Medicaid

This group will focus on how ODM and Sandata Technologies, LLC can improve support for providers required to use EVV. Sandata Technologies is Ohio's approved vendor for Electronic Visit Verification and provides the EVV system to all Ohio providers at no cost. Identified specific areas for discussion include developing easy-to-understand materials, improving stakeholder engagement, and communicating available resources.

Alternate EVV systems

Leads: Kim King, Home Care Network, and Noori Morla, Ohio Department of Medicaid

This group will focus on the use of alternate EVV systems. Topics will include the alternate EVV certification process, technical assistance for alternate EVV system users, Health Insurance Portability and Accountability Act of 1996 (HIPAA) concerns, costs related to alternate EVV systems, and technical issues related to the transmission of EVV information to the aggregator.

Technical issues

Leads: Debbie Jenkins, Ohio Health Care Association, and Karen Gee, Ohio Department of Medicaid

This group will focus on technical issues with the Sandata EVV system and when visits are matched to claims. In addition, this group will work to understand costs and administrative burdens related to EVV. Challenges in using telephony also will be discussed.

Home health therapies and EVV

Leads: Deb Studer, Interim Health Care, and Julie Evers, Ohio Department of Medicaid

Home health therapies present unique issues for EVV programs because therapists often are contractors rather than employees. This group will work to better understand those issues and identify possible solutions.

Group size is limited to approximately 10 individuals. More than 125 individuals volunteered to participate in the small group forums. The co-leads selected the participants from those who volunteered, seeking a variety of perspectives.

Each group will meet at least twice. The meetings will be open to “listeners” who can submit comments and questions for consideration. If you would like to be a listener, registration links to each small group meeting are posted on the [EVV section](#) of the ODM website. Written feedback also can be submitted to EVVPolicy@medicaid.ohio.gov.

The EVV focus groups will report to the full Stakeholder Advisory Group at the April meeting.

If you have questions about the EVV focus groups, please contact EVVPolicy@medicaid.ohio.gov.

Provider specific claims matching data

In [last month's newsletter](#), ODM shared information about provider success in matching claims to visits. The February article title is “Data findings - percentage of claims supported by EVV”. The analysis looks at claims with dates of service between April and June 2020 for phase 1 and phase 2 services. It includes claims submitted to the Ohio Department of Developmental Disabilities, the Ohio Department of Aging and all six managed care organizations.

ODM will begin to send out provider specific emails this month to let each provider know how they are doing related to claims support by EVV.

Watch for an email over the next few months from ODM that includes the percentage of your claims for dates of service between April and June 2020 that were not supported by a visit in the EVV system. The email is informational to let you know how you are doing.

Please direct questions about the emails to evv@mediciad.ohio.gov or to your payer.

Available EVV Resources:

In January, ODM hosted [webinar sessions](#) related to claims matching titled “Be Successful with EVV!” The sessions are a good review resource as you look at your own claims matching data.



Following is a directory of contacts (depending on your payor) if you have claims questions:

| Payor | Contact |
|---|--------------|
| Ohio Department of Medicaid | 800-686-1516 |
| Aetna | 855-364-0974 |
| Buckeye | 866-296-8731 |
| CareSource | 800-488-0134 |
| Molina | 855-322-4079 |
| Paramount | 800-891-2542 |
| United | 800-600-9007 |
| Ohio Department of Aging | 800-266-4346 |
| Ohio Department of Development Disabilities | 800-617-6733 |

Four tips for getting help with EVV from Sandata support

The EVV Sandata Provider Hotline has been in place since the beginning of the program to help providers with questions or issues that may come up when using the system. It is priority to ODM and Sandata that providers promptly get the help they need. Following are four tips to help you get the quickest and best support possible:

Tip one: Make sure you reach out to the right contact.

If you are an agency provider who is working through the alternate (Alt) EVV certification process or who needs assistance with the aggregator, reach out to the Alt EVV support team:

- Phone: 844-289-4246
- Email: OHAltEVV@sandata.com
- Support hours: Monday through Friday, 8 a.m. – 6 p.m. ET

Direct questions or issues relating to the Sandata EVV system to the EVV Provider Hotline. You can contact the hotline using the support method that works best for you: phone, email, or chat.:

- Phone: 855-805-3505
- Email: ODMCustomerCareEmail@sandata.com
- Chat: The chat feature is available directly within the EVV Portal; it connects you to a support agent during business hours.
- Support hours: Monday through Friday, 7 a.m. - 8 p.m. ET; Saturday and Sunday, 9 a.m. - 5 p.m. ET

Reaching out to the correct contact will help you get an answer more quickly. If you accidentally reach out to the wrong contact, your request will be sent to the appropriate team.

Tip two: Make note of the support request number for your ticket.

A support request, or ticket is assigned to every person who submits a question or issue. A ticket number is created and emailed to the address on file. If you do not receive a ticket number, please request one.

Tip three: Leave feedback about your support experience.

You will receive an email with an optional survey within 24 hours of your support request ticket being closed. Let us know about your experience.

- Your feedback, good or bad, is very helpful in improving EVV support.

Tip four: If you reach out for help with a new issue, open a new request. Do not reply to an old email from support.

If you reply back to a ticket email from support and the ticket is closed, the support team may not see it. When you have a new issue, or if you want to follow up on an issue that already has been closed, start a new support request, or ticket.

Adding and adjusting times in EVV

There are three ways to edit time information in Sandata EVV Visit Maintenance, each with a specific purpose. It is important to use the correct method for each situation.

The **Call Log** is used when either the Call In or Call Out time is not recorded in EVV. If a caregiver calls in, then forgets to call out, the missing call out time can be added using the Call Log.

Visit Details

Visit Start Date: 01/28/2021

| | | | | |
|----------------|-------------|---------------|---------------|---------------|
| CLIENT NAME | CLIENT ID # | MEDICAID ID # | EMPLOYEE NAME | EMPLOYEE ID # |
| canary, yellow | 837888 | 090909090909 | Pena, Paloma | 12345 |

GENERAL

CLIENT

EMPLOYEE

CALL LOG

MERGE CALLS

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

CALL IN

CLIENT ID# 0000837888

| | | | |
|------------|-------------|-------------|---------|
| CALL DATE | CALL TIME | CALL TYPE | SERVICE |
| 01/28/2021 | 03:00 AM | Manual Call | HPC |
| USER | CALL SOURCE | | |
| | SANDATA | | |
| TIME ZONE | | | |
| US/Eastern | | | |

Add Manual Call

| | | | |
|------------------------|-------------------------|----------------|------------|
| CALL DATE * MM/DD/YYYY | CALL TIME * HH:MM AM/PM | SERVICE | TIME ZONE |
| MM/DD/YYYY | 10:43 AM | Select Service | US/Eastern |
| REASON CODE * | RESOLUTION CODE | REASON NOTE | |
| Select Reason Coc | Select Resolution | Reason Note | |

ADD

Adjusted Time is used when the time recorded in EVV does not reflect the time of service. If a caregiver begins providing care at 11:30 a.m., but does not call in until 12:15 p.m., the call-in time can be edited to 11:30 a.m. using Adjusted Time. Do not use Adjusted Time to add missing calls – only use Adjusted Time to edit existing calls.

Visit Details

Visit Start Date: 01/04/2021

| | | | | |
|-------------|-------------|---------------|-----------------|---------------|
| CLIENT NAME | CLIENT ID # | MEDICAID ID # | EMPLOYEE NAME | EMPLOYEE ID # |
| | | | Thomas, Jackson | |

GENERAL

CLIENT

EMPLOYEE

CALL LOG

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

| | | | |
|---------------------------|-------------------------|-------------------|--------------------------|
| VISIT START DATE | VISIT END DATE | VISIT TIME ZONE | VISIT STATUS |
| 01/04/2021 | 01/04/2021 | America/New_York | Incomplete |
| CALL IN | CALL OUT | CALL HOURS | UNITS |
| 12:15 PM | 12:20 PM | 00:05 | 1 |
| ADJUSTED IN DATE | ADJUSTED IN HH:MM AM/PM | ADJUSTED OUT DATE | ADJUSTED OUT HH:MM AM/PM |
| 01/04/2021 | 11:30 AM | 01/04/2021 | |
| AGENCY ID | 25090 | | |
| PAYER | ODA | | |
| CLIENT VERIFIED TIME | CLIENT VERIFIED SERVICE | CLIENT SIGNATURE | |
| Yes | Yes | | |
| VISIT SOURCE | SANDATA | | |
| GENERATE GROUP VISIT CODE | | | |
| DO NOT BILL | APPROVED | | |
| REASON CODE * | RESOLUTION CODE | REASON NOTE | |
| Select Reason Code | Select Resolution C | Reason Note | |

SAVE

CALL IN

12:15 PM

CALL OUT

12:20 PM

CALL HOURS

00:05

ADJUSTED IN DATE

01/04/2021

ADJUSTED IN HH:MM AM/PM

11:30 AM

ADJUSTED OUT DATE

01/04/2021

ADJUSTED OUT HH:MM AM/PM

AGENCY ID

25090

PAYER

ODA

Create Call is used when there is no visit information recorded in EVV. If the caregiver did not use Sandata Mobile Connect or Telephony during the visit, the visit times can be added using Create Call. This is known as a manual visit.

Visit Maintenance / Visit Maintenance / **Manage Visits**

Select a Visit CREATE CALL

DATE RANGE MM/DD/YYYY
01/01/2021 to 02/18/2021

CLIENT
Enter Client

EMPLOYEE
Enter Employee

CATEGORY
Select Category

PAYER
Select Payer

VISIT STATUS
Select Visit Sta

CLIENT MEDICAID ID
Enter Client Mec

FILTER VISITS BY
All Exceptions

[Show advanced filter options](#)

1. Find Client 2. Find Employee 3. Set Date and Time

Select Client

CLIENT FIRST NAME
Enter Client First Name

CLIENT LAST NAME
Enter Client Last Name

CLIENT MEDICAID ID
Enter Client Medicaid ID

CATEGORY
Select Category

SUPERVISOR
All

PAYER
Select Payer

☐ LAST ACTIVE DATE

Q SEARCH CLEAR

PREVIOUS NEXT CANCEL

Please consult the [Quick Reference guides](#) for more guidance on each method.

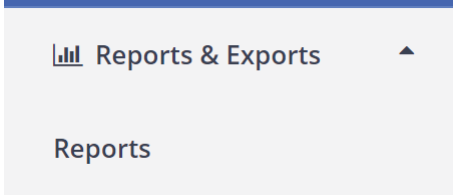
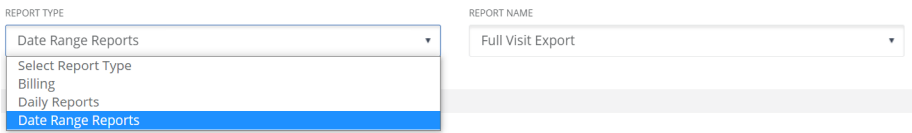
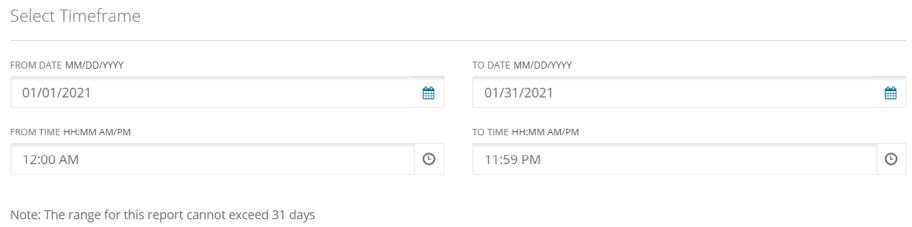
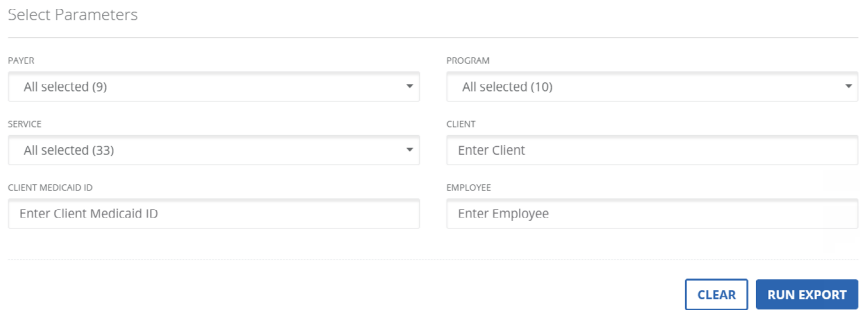

Full Visit Export Report


A new report has been added to the Sandata EVV Reports Library, called the Full Visit Export. Agency providers and non-agency providers can run this report for a date range. It also can be used to review visit data and save as a CSV, Excel, Word, PDF, TIFF, or MHTML file. This Full Visit Export shows:

- Account Information.
- Employee and client record information.
- Payer, program, and service on the visit.
- Call type and GPS location (if available).
- Call times, adjusted times, bill time, and units.
- Client verification (if required).
- Exceptions on the visit.
- Visit status.

Full Visit Export

The Full Visit Export shows all visit details for a date range, including the visit status. You can access the Aggregator from the user portal or the Aggregator portal, depending on your credentials.

| | |
|--|--|
| Step 1: Click Reports & Exports , then click Reports . |  |
| Step 2: Select Date Range as the report type. Select Full Visit Export as the report name. |  |
| Step 3: Select a Timeframe . This date range report has a timeframe of 1-31 days. |  |
| Step 4: Select Parameters to narrow the report results. You also may leave these fields to return all findings. |  |
| Step 5: Click RUN REPORT . |  |

| | |
|---|---|
| <p>Step 6: Click SAVE.</p> | <div data-bbox="557 111 1502 541"> <div>Do you want to save this file? ×</div> <div> Name: Full Visit Export.xlsx Type: Excel File </div> <div> CANCEL SAVE </div> </div> |
| <p>Step 7: Click SAVE again to download the report.</p> | <div data-bbox="557 678 1502 856"> <div> File name: Full Visit Export ▼ Save as type: Microsoft Excel Worksheet ▼ </div> <div> ^ Hide Folders Save Cancel </div> </div> |
| <p>Step 8: Click on the file in your browser to open.</p> | <div data-bbox="735 1178 1372 1230">  Full Visit Export.xlsx ^ </div> |