Phase 3 Electronic Visit Verification Training Roadmap

Dear Provider:

EVV system changes for Phase 3 of the Electronic Visit Verification (EVV) program go into effect on September 1, 2020. Mandatory use of Phase 3 services will be effective on January 1, 2021. Phase 3 includes participant directed services and home health therapies. Following these guidelines in the recommended timeframes will help ensure you are meeting all Medicaid requirements and are ready for Phase 3 of the Ohio Medicaid EVV program.

Please note: We found you as a mandatory user of EVV even though you may already provide services subject to EVV requirements. Bridge Training will be available on August 24, 2020 for current users of the Sandata EVV system. The Bridge Training explains the changes that will be made in the Sandata EVV system on September 1, 2020. You must take Bridge training whether or not you provide services being added in Phase 3.

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Things to Start Doing

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Make sure you do not miss updates:

Verify the email listed in Service Location in MITS.

1. The email address provided to Sandata comes from Ohio Department of Medicaid (ODM), so it is important to confirm all your contact information in MITS is current.

2. Step-by-step instructions for verifying and updating your email address in MITS are described in the [Update Provider E-mail in MITS](#) letter on the ODM website.

3. You will not be able to access Sandata EVV if this email is not updated. Changing your email address in the MyOhio system or systems operated by other agencies will not update your information in MITS.

4. Please add the following address to your Safe Senders List: DoNotReply@sandata.com

5. Please check your junk email to be sure you are not missing any communications regarding EVV.

> *NOTE: Agency Only*
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> *There are no additional certification requirements for Phase 3. The following list of steps are for those using the EVV system provided by Sandata. If you are an agency and are using your own EVV vendor, please review the Alternate EVV tab on the ODM EVV website for details on certification. Once certification is complete, please work with your vendor to implement your EVV system.*

Talk to individuals about EVV:

Discuss EVV with individuals to whom you provide services. If they are not currently receiving services subject to EVV requirements, please encourage them to watch the [video for individuals](#) on the ODM website.

Review ODM EVV Website:

Visit the [ODM EVV website](#) frequently to stay up-to-date on EVV program news.

Register for Training:

In August you will receive an email to register for training. Registration will open September 15, 2020 on the ODM website. All providers new to EVV should complete EVV training.

October 5 – December 14, 2020

Complete Training:

Providers new to EVV will have the option of taking instructor-led webinar training sessions or self-paced training sessions. Instructor-led training will run from October 5, 2020 through December 14, 2020. Instructor-led training sessions will be by training topic. You will receive more information on training sessions later in August. Due to the COVID-19 pandemic, ODM is not offering classroom training. Self-paced training will be available on October 5, 2020 and through the life of the program. All training should be finished before the required use date of January 1, 2021.

Receive log-in credentials:

Once you have started training, you will receive an e-mail with instructions on how to download your Welcome Kit. The Welcome Kit will have your Sandata EVV login credentials and the information you need to log EVV visits. You will be able to use the Sandata EVV system as soon as you download your Welcome Kit. The EVV training will help you set up the EVV system.

ODM and Sandata are committed to the success of the EVV program. Please contact the EVV Provider Hotline at 855-805-3505 if you have any questions. The hotline is available Monday through Friday from 8:00 am to 7:00 pm and Saturday to Sunday 9:00 am to 5:00 pm.

For further questions regarding the EVV program, you can reach out to the EVV inbox at EVV@medicaid.ohio.gov.