



June 23, 2020

Dear Provider:

As Phase 3 of the Ohio Medicaid Electronic Visit Verification (EVV) initiative is underway, you can begin using EVV as early as September 2020 and will be required to use EVV on January 1, 2021. It is important that you have the correct contact information on file in the Ohio Department of Medicaid's (ODM) Medicaid Information Technology System (MITS) so you receive important information about EVV and provider requirements. Providers of some home and community based services directly billing the Department of Developmental Disabilities (DODD), the Department of Aging (ODA), and Medicaid managed care organizations (MCOs) are all affected. This is also important for providers of participant directed services who work with PPL or Morning Sun.

The email address from the service location field in ODM's Medicaid Information Technology System (MITS) is the email address you will use to access the Sandata EVV system. It is also the email address that is used to share information regarding EVV. ***Please check your information in MITS and make sure it is up to date.***

*Note: If you change your email address in the MyOhio system, with another state agency, with a managed care organization, with PPL or with Morning Sun, it will not update your information in MITS.*

To review and update your contact information in MITS:

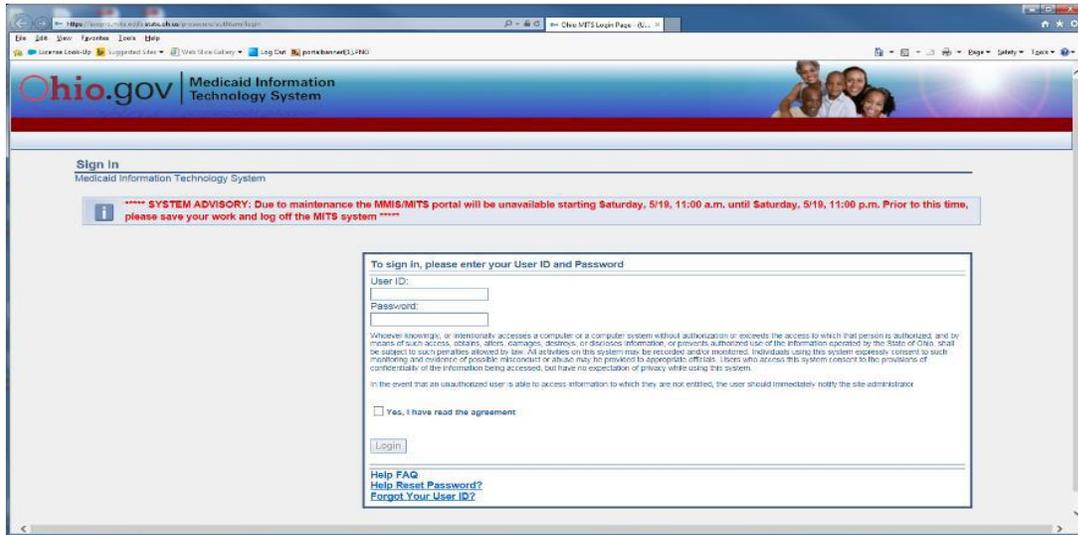
1. **Log onto your [MITS Secure portal account](#).**

[https://www.ohmits.com/prosecure/authtam/handler?TAM\\_OP=login&URL=%2FPortal%2FDesktopModules%2FiC\\_Authenticate%2FSignIn.aspx%3FReturnUrl%3D%252fPortal%252fdefault.aspx](https://www.ohmits.com/prosecure/authtam/handler?TAM_OP=login&URL=%2FPortal%2FDesktopModules%2FiC_Authenticate%2FSignIn.aspx%3FReturnUrl%3D%252fPortal%252fdefault.aspx)

If you have not established your secure account, contact Provider Assistance at 1-800-686-1516 for help.

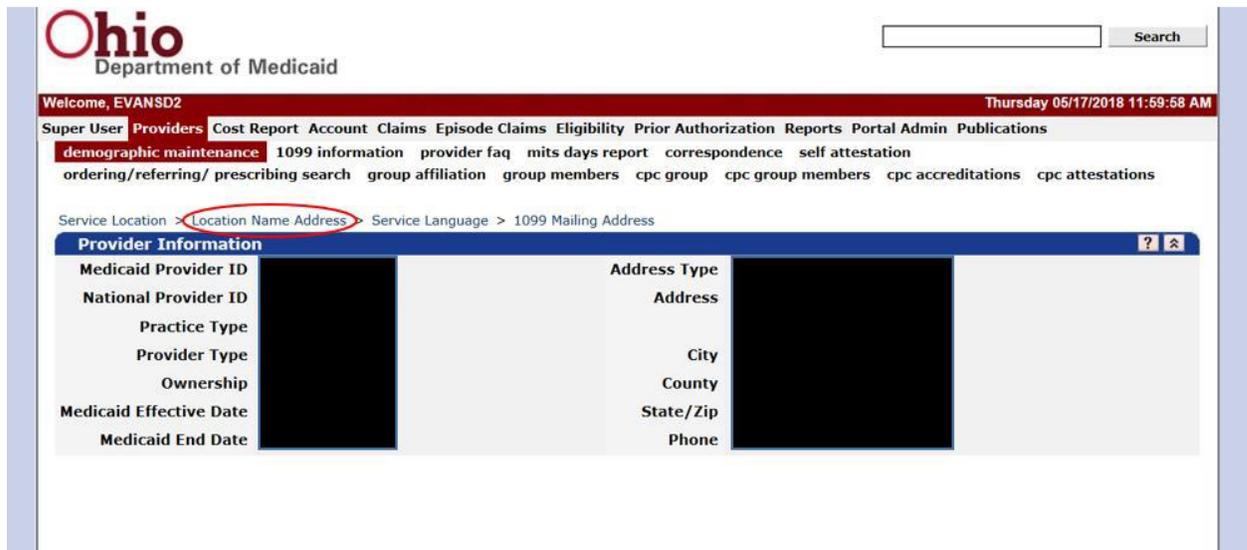
2. **Enter your Ohio Medicaid Provider ID into the User ID field.** This is not the provider number you received from ODA, DODD or the MCOs. Please contact your payer for assistance if you do not know your Ohio Medicaid Provider ID.

3. Click **Search**.



4. Once inside of your account click on the **Demographic Maintenance** tab.

5. Select the **Location Name Address** link. You can review and update your email address information, your mailing address information, service language, and 1099 mailing address information.



6. Four address types are listed:

1. Home Office
2. Mail To
3. Pay To
4. Service Location

To update the email address used for EVV, click on **the Service Location field** and update your email address. Then click **save**. The information entered in the service location field is the email that EVV will use to set up your account and communicate with you.

For help updating your contact information, please contact the ODM Provider Assistance Hotline at 800-686-1516. You need to have two of the following pieces to authenticate your identity:

1. Tax ID (FEIN or SSN)
2. NPI
3. Medicaid provider ID

Service Location | **Location Name Address** | Service Language > 1099 Mailing Address

The following messages were generated:  
Save was Successful

**Provider Information**

Medicaid Provider ID		Address Type	
National Provider ID		Address	
Practice Type		City	
Provider Type		County	
Ownership		State/Zip	
Medicaid Effective Date		Phone	
Medicaid End Date			

**Location Name Address**

Address Type	Name	Address 1	City	State	Zip	Zip + 4	Phone 1
HOME OFFICE							
MAIL TO							
PAY TO							
<b>SERVICE LOC</b>							

Type changes below.

Name Type  Business Name  Personal Name

Name CARETENDERS VS OF OHIO LLC

Title

Address Type SERVICE LOC

Usage Type

Country

Contact Name

\*Phone 1

Phone 2

\*Address 1

Address 2

\*City

\*State OH

\*Zip

\*E-Mail

\*Confirm E-Mail

del alternate service location add alternate service location **save** cancel

Thank you for your participation.