Ohio | Department of Medicaid

Sandata

HOW TO USE YOUR ELECTRONIC VISIT VERIFICATION (EVV) DEVICE

Always keep your EVV device:

⏻ **Powered on**

🔋 **Charged** *(plugged into an electrical outlet using the charging cable that came with it.)*

👆 **Easy to Access** *(in a place where a strong cellular connection is available)*
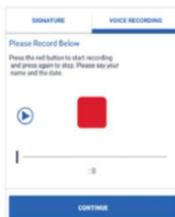
For CAT Device

For LG Device

Charging Port

Power Button

Power Button

Charging Port

Confirming your caregiver's time and services
(will not appear for DODD services):

When your caregiver completes his or her service to you, your role will be to confirm it by providing either a:

Voice Confirmation

Record your voice for approval and press continue

SIGNATURE | VOICE RECORDING

Please Record Below

Press the red button to start recording and press again to stop. Please say your name and the date.

CONTINUE

OR

Digital Signature

Sign your name on the device screen with your finger and press continue

SIGNATURE | VOICE RECORDING

Please Sign Below

Sign by using your finger on the device.

CONTINUE

EVV Hotline: 855-805-3505 ⊕ **ODM Consumer Hotline: 800-324-8680** ⊕ **Report Medicaid Fraud: 800-282-0515**

Basic Device Usage

1. Power on the EVV device, and open the 'Sandata MVV' app.
2. Log in using your company's **EVV ID** (i.e. 2-88888), your username and password (sent to your email address).
3. Search for the individual you are providing service for. (Do this by searching for the individual's Medicaid ID or Client ID.)
4. Select the service(s) you are providing.
5. Click '**Start Visit**'.
6. When you have completed your services, log in to the application and click complete visit and pass the device to the individual for his or her verification (not applicable for DODD Services).

Service Display Abbreviations

- **OHCW** - Ohio Home Care Waiver
- **SPHH** - State Plan Home Health
- **HCA** - Home Care Attendant
- **HPC** - Homemaker/Personal Care
- **NSG** - Nursing
- **PDN** - Private Duty Nursing
- **RN** - Registered Nurse
- **LPN** - Licensed Practical Nurse

Troubleshooting

Reset My Password	EVV Device Doesn't Turn On	No GPS Signal
Click '*Forgot password*' on the device screen, follow the prompts and answer the security questions. If you are unable to reset your password you may use the telephone verification or manual visit verification methods and will be required to document the visit and signature via paper logs. **Note**: Individual verification not required for DODD services.	Make sure the device is charged. If the device does not turn on after plugging it in, you may use the telephone verification or manual visit verification. **Note**: Individual verification not required for DODD services. Call the EVV Provider Hotline number below to report an EVV Device issue. If necessary, a replacement device will be sent to the individual.	Restart the device, the EVV device will store visit information until a connection can be established. You may also use telephone verification or manual visit verification methods

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