



No More Electronic Signature and Voice Verification Requirements

Electronic Signature and Voice Verification Requirements

The EVV requirements for electronic signature and voice verification are eliminated for all services. This change was made at the request of stakeholders who believed the EVV signature requirement to be duplicative of other requirements, such as waiver service documentation. Documentation requirements, including the need for the individual to sign a time sheet or other documentation, remain in effect for each program.

If you have questions about documentation requirements, please contact your payer.

EVV Impact on Claims

EVV information will not affect payment for claims in January 2022. Edits will still be used to tell providers when a claim does not match a visit. ODM will share the date when EVV data will impact payment for claims when it is available.

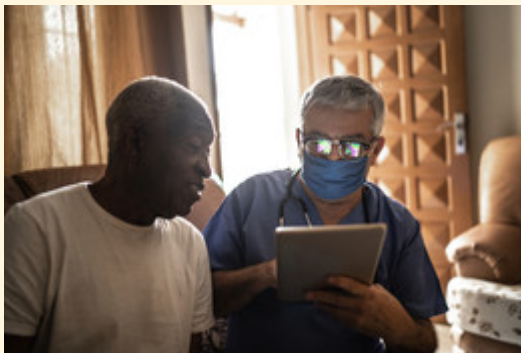
2022 EVV Webinars – We want to hear from you!

In December and January, we will be holding three webinars for new providers of services requiring EVV. The webinars will be a high-level overview of what EVV is, how to request training, getting started with the system, and tips to ensure success. If you are a new provider and want help getting started, this is the webinar for you.

Click on the registration link below to attend the live webinar. If you are unable to attend the live sessions and want to listen to the recording, you can click on the registration links after the event has ended.

Dates	Times	Registration
Dec. 10, 2021	10:30 a.m.-noon	Register
Jan. 13, 2022	10-11:30 a.m.	Register
Jan. 19, 2022	2:30-4 p.m.	Register

ODM and Sandata hold webinars throughout the year on a variety of topics. We are looking for provider input on the topics you will find most useful. Please take this brief [survey](#) to tell us what you want to hear about in 2022.



Home Health Therapies

EVV is not required for home health therapies at this time. ODM is making this change in response to the recommendation of the Home Health Therapy small group and other stakeholder feedback. The development of a new approach to EVV and home



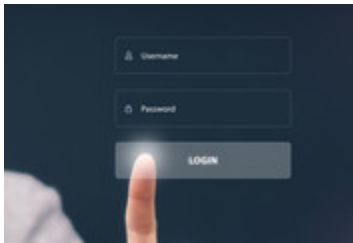
EVV and Medicare

We have had several questions lately regarding EVV requirements when the individual has both Medicare and Medicaid. These individuals may be on a MyCare Ohio Plan or receiving fee-for-service Medicaid. EVV is a requirement when the services are covered by Medicaid as the primary payer. All the services requiring EVV are billed to

health therapies will include an opportunity for stakeholder involvement. Providers are encouraged to continue to log visits for home health therapies.

Medicaid directly and, therefore, visits should be recorded for these individuals.

[Click here for a full list of EVV categories and services](#)



New Login Available for SMC Personal Device Users

In its most recent Sandata Mobile Connect (SMC) release, Sandata shared that it pushed out a new login feature for caregivers who use their personal device to log EVV visits. Caregivers can now log into the SMC application on their

personal device without entering a password by using face or fingerprint identification stored on their mobile device.

This functionality is only available to caregivers who currently have face or fingerprint identification enabled on their personal mobile device. Caregivers have the option to turn off this feature on their personal mobile device. When SMC detects face or fingerprint identification on the caregiver's personal mobile device, a prompt to enable face ID or fingerprint is shown after logging into the SMC application with a password.

This feature is not an option for caregivers using Sandata-provided devices.

EVV Policy Mailbox

The EVV Policy mailbox is closed effective Nov. 1, 2021. Please direct all EVV-related questions for ODM to ODMEVV@sandata.com. If you have technical questions, need help with a device, or have general maintenance, needs please contact the EVV Provider Hotline at 855-805-3505.

Tip of the Month

Be sure to update your EVV client records when you stop providing services to an individual and when their services change.

Contact Us

Hours of Operation	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
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Alternate EVV Support	844-289-4246	OHAItEVV@Sandata.com
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EVV Inbox: for general EVV questions or to report a problem	Leave a voicemail at 614-705-1082	ODMEVV@sandata.com
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ODM Provider Assistance Hotline: to change contact information, claims questions	800-686-1516	
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