

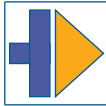
## Electronic Visit Verification Devices

Ohio Department of Medicaid (ODM)'s Electronic Visit Verification (EVV) program offers two options for service providers and direct caregivers to log EVV visits at no charge.

Providers may either:

1. Download the state-provided EVV mobile application (app) directly to a personal smart phone or device; or
2. Ohio's EVV contractor will send an EVV mobile device to the individual's home when requested by their provider.

Providers or direct caregivers and the individual they serve should consider the differences between the two options when deciding which option is best for them.

EVV Application Downloaded on Personal Device	EVV Device Sent to Individual's Home
<p>The Sandata Mobile Connect (SMC) EVV app is available in the Apple and Android app stores and can be easily downloaded for free.</p> 	<p>The device looks like a smart phone but has no functionality to make calls, use other apps, and is shipped by the EVV contractor to the home of the individual receiving services. The camera function is permanently deactivated.</p>
<p>The EVV app receives needed updates automatically when plugged in and powered on.</p>	<p>The device needs to stay plugged in and powered on at the individual's home to ensure updates are installed on the device. Not receiving needed updates can create challenges with logging visits.</p>
<p>Your personal device stays with you and can be used for all clients.</p>	<p>The device remains in the individual's home. Multiple clients mean multiple devices.</p>
<p>The app can be deleted from your personal device when no longer needed.</p>	<p>The device is returned when no longer needed.</p> <ul style="list-style-type: none"> <li>• Provider requests a return online.</li> <li>• The individual receives a return envelope at their home and returns the device in the mail.</li> </ul>
<p>GPS is only used for EVV when using the app to log the start and stop time for a visit.</p>	<p>GPS is only used for EVV when using the app on the device to log the start and stop time for a visit.</p>
<p>Your personal devices are generally charged and ready to log visits.</p>	<p>When the device is maintained in the individual's home, it can be easily misplaced or lose charge, making logging visits challenging.</p>

Some agency providers may prefer their employees to use a personal smart device or the state-provisioned device. ODM does not mandate which option providers must choose, both are available. This document is not applicable to agency providers that use an Alternate EVV system.

### Tips and Best Practices

- The EVV mobile device should be kept on and plugged in while at the individuals' home.
- If the app is having issues on a personal device, try uninstalling then reinstalling the app.
- If the app is on your personal device, be sure to have your settings automatically update the software when available in the app store.

**Additional device questions?** Email ODM at [ODMEVV@sandata.com](mailto:ODMEVV@sandata.com).

**Need help returning a device?** Email [ODMCustomerCareEmail@sandata.com](mailto:ODMCustomerCareEmail@sandata.com) or call 855-805-3505.