



## Electronic Visit Verification (EVV) Frequently Asked Questions

Ohio Department of Medicaid

May 2019

The Ohio Department of Medicaid (ODM) began using an EVV system for many home and community-based services on January 8, 2018. EVV is an electronic system that verifies when provider visits occur and documents the precise time services begin and end. Following are Frequently Asked Questions and Answers.

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## GENERAL QUESTIONS

### Why did ODM implement an EVV system?

- Congress passed a federal law requiring State Medicaid programs to implement an EVV system for certain home and community-based services. The law is commonly referred to as the 21<sup>st</sup> Century Cures Act. The provisions of the Cures Act that address EVV can be found at section 12006 of the H.R. 34 (114<sup>th</sup> Congress) (2015-2016).

### What services are included in EVV?

- EVV is being implemented in stages. Phase 1 of EVV, which began on January 08, 2018, applies to the following services:
  - State Plan Home Health Aide
  - State Plan Home Health Nursing – RN
  - State Plan Home Health Nursing - LPN
  - State Plan Private Duty Nursing (PDN)
  - State Plan RN assessment
  - Ohio Home Care Waiver Nursing – RN
  - Ohio Home Care Waiver Nursing – LPN
  - Ohio Home Care Waiver Personal Care Aide
  - Ohio Home Care Waiver Home Care Attendant
- Phase 2 of EVV, beginning August 05, 2019, will apply the following services:
  - 
  - Ohio Home Care Waiver and State Plan Fee for Service group visits.
  - Passport: Ohio Department of Aging (ODA)
    - Waiver Nursing – LPN and RN
    - Personal Care
    - Home Care Attendant Nursing
    - Home Care Attendant Personal Care
  - IO Waiver and Level 1: Department of Developmental Disabilities (DODD)
    - Homemaker Personal Care (HPC)
    - Individual Options (IO) Waiver Nursing
  - Managed Care Organizations
    - State Plan Home Health Aide
    - State Plan Home Health Nursing
    - State Plan RN Assessment
    - HCBS 1915c Waiver Nursing (MyCare)
    - HCBS 1915c Waiver Personal Care Aide (MyCare)
    - HCBS 1915c Waiver Home Care Attendant (MyCare)
    - Private Duty Nursing (PDN)

### Will EVV apply to services provided through the Assisted Living Waiver?

- No, EVV does not apply to the Assisted Living Waiver at this time. However, if an individual is enrolled the Assisted Living Waiver and uses state plan services subject to EVV requirements, their provider will be required to verify visits using EVV.

### What are the benefits of an EVV system?

- It records caregiver's activity, which reduces the likelihood for error or fraud.
- It increases efficiency because reporting is automated and claims submission is cleaner.

- It improves quality of care by making workers' activities transparent and measurable.

### Who is ODM's contractor for the EVV system?

- ODM has contracted with Sandata Technologies LLC for the EVV system, provider training and technical support.

### Who is responsible for installing the Sandata EVV system?

- There is nothing to install. Your provider will access the Sandata EVV system via the web. This requires a current web browser and sufficient internet connectivity.

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## DEVICE QUESTIONS

### Why are there cameras on the device?

- The devices used for the Ohio EVV Program are repurposed smartphones. While there are cameras on the devices, the cameras are not operational and were disabled during configuration.

### Can the cameras or microphone be remotely turned on?

- No. The cameras are completely disabled and the microphone only comes on when the individual receiving services is using the recording function to provide a voice verification of service delivery, while using Sandata Mobile Connect (SMC).

### Is the device tracking my movements?

- We assure you that the EVV device is **not** a tracking device and does not track an individual's movements. Rather, the EVV device records certain elements that are required by the Cures Act, including the location when the provider starts and ends a visit. The location where services get provided was already required to be documented by your provider under the previous rules. Therefore, the only change in this regard is the way in which the information is being transmitted to ODM. Again, the device is **not** tracking individuals but rather merely recording where a provider starts and ends the visit.

### Does the Ohio EVV Program use biometrics?

- No. Biometrics can be described as fingerprint, facial, or voice recognition, iris and retina scanning, or anything that may require a person's digital print. The Ohio EVV Program does not use biometrics and has no plans to explore the use of biometrics currently.

### How secure is the device and data that is transmitted?

- Regarding data breach concerns, our vendor Sandata has taken every precaution to ensure their systems are resilient. To that end, all data communications are encrypted between the device and Sandata's systems. Additionally, the device itself is fully encrypted. If or when data is stored in Sandata's back-end systems, it is encrypted to the level such that even if the disk drives were compromised, the data is still unreadable and unusable to anyone. Sandata's security levels adhere to the standards set forth by the Health Insurance Portability and Accountability Act of 1996 (better known as HIPAA), National Institutes of Standards and Technology and the Federal Information Processing Standards. The security levels are validated by third-party information technology audits and testing. Sandata continually improves its security posture to maintain these high standards.
- In November 2018, Sandata was certified under HITRUST as meeting regulatory and security requirements to protect data and minimize risk. Within this certification, is two distinct awards: HITRUST CSF certification and HITRUST's certification of the NIST Cybersecurity Framework. To see the information Sandata has published about this achievement, please visit <https://www.sandata.com/news/sandata-technologies-achieves-hitrust->

### If a client already has a device and we know that, do we still have to request a device?

- Yes. You want to ensure you are connected to your individual in the eTrac system so Sandata will know to verify a device return with you in the event another provider requests the device to be returned. The eTrac system will not send another device if one has previously been requested, and is still in the home.

### What happens if I accidentally switch the device to airplane mode?

- If you see a small airplane appear at the top of the device screen, then you are in airplane mode.



- This can be fixed by holding down the power button and clicking the airplane mode option to turn it off.

### My EVV device receives AMBER and government alerts. How do I turn that off?

- In order to provide a connection for receiving visit data, Sandata contracted with Verizon Wireless for data plans. Verizon is responsible for sending out alerts to any phones connected to their services. Sandata is not sending alerts to the EVV devices.
- The alerts cannot be disabled remotely, so you have two options:
  1. Turn the ringer down to silent
  2. Have your provider call the EVV Provider Hotline to request a replacement device that has the alerts disabled.

### Can you use a stylus with the EVV Device?

- Yes, but a stylus will not be provided with the device.

### What will it cost the individual to charge the EVV device battery?

- The battery on the CAT, LG, and Alcatel A30 phones are standard cell phone batteries with a capacity of 2630 mAh or about 10 watt hours. If you fully drained and recharged the phone every day, it would need about 4kwh in a year or about \$1.00 per year depending on the electric rates.

Although we don't have specific information on the CAT, LG, or Alcatel A30 devices, this is a rough guesstimate based on the battery life and a great article explaining it.

<https://www.forbes.com/sites/christopherhelman/2013/09/07/how-much-energy-does-your-iphone-and-other-devices-use-and-what-to-do-about-it/#6b0f73472f70>

### When will the EVV mobile app be available?

- The Sandata mobile application became available for providers to download on personal devices on **August 01, 2018**. Currently the mobile device and/or the app provided by ODM is the preferred data collection method for agency providers using the Sandata system and for non-agency providers. The EVV mobile application, Sandata Mobile Connect, can be downloaded to either a smartphone or tablet **owned by a provider or a direct care worker**. Direct care workers may only download the Sandata Mobile Connect app to a device at the discretion of their employer. If the provider chooses to use the Sandata Mobile Connect app, instead of the EVV mobile device ODM provides, the following conditions must be satisfied:
  - Any cost incurred for equipment or data services shall not be the responsibility of ODM or the individual receiving services.
  - The GPS functionality of the device must be turned on for the purposes of the data collection application when the application is used to collect visit data.
  - Data services connected to the provider or direct care worker's personal device shall be used to transmit visit data from the application in near real time.

- If the application is consistently unavailable or GPS coordinates are consistently not collected, the department may require the provider to use the EVV mobile data collection device provided by the department.

The application can be downloaded at no cost at the Apple Store or the Google Play Store. Telephony and manual visit entry will continue to be available as alternatives to mobile data collection for those circumstances where neither of the primary methods are available in a manner that meets the needs of the individual.

It is very important that the application is updated as releases are available. This ensures any updates to how the application works will be available to you.

- **Mobile Device Requirements:**

Android Smart Phone (4.4 or higher) (Recommended); or iOS (9 or higher) (Recommended).

- **Mobile Hardware Requirements:**

Processor: 1GHz or higher;

Disk Space: ~200Mb;

Display: – SmartPhone: 480 x 800; Built in

GPS; and

Internet Connection: Required for syncing or for running in connected mode- 3G, 4G preferred.

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## PROVIDER QUESTIONS

### How can I ensure that I receive all the information I need about Ohio's EVV program?

- You must keep your email and home address current in the Medicaid Information Technology System (MITS). You can update your contact information by using the following resource:  
<http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV-Newsletter-June-2018.pdf>.
- If you have not established your secure MITS account, or are unsure of your log in information, please call the Provider Hotline at 1 (800) 686-1516 for assistance.
- DODD providers can find the Medicaid Provider ID on the EVV web site at:  
<https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/DODD-ProviderInstructions.pdf>
- ODA providers can find their Medicaid Provider ID on the EVV web site at:  
<https://www.aging.ohio.gov/FindServices>

### Do I have to use EVV for Phase 1 Services?

- For dates of service on and after July 08, 2018, EVV data will be used as part of program integrity audits and reviews for providers of services included in Phase 1. Provider requirements, including the services subject to EVV requirements, are found in Ohio Administrative Code Rule 5160-1-40. This rule requires providers of Phase 1 services to use EVV beginning on January 08, 2018. ODM gave providers a six-month grace period to get the system set up and become familiar with its use.
- Phase 1 services include:
  - State Plan Home Health Aide
  - State Plan Home Health Nursing
  - State Plan RN Assessment
  - Ohio Home Care Waiver (OHCW) Nursing
  - OHCW Personal Care Aide



- OHCW Home Care Attendant
  - Private Duty Nursing (PDN)
- Although claims are not being denied, providers were required to begin using the EVV system no later than July 08, 2018. You may send any questions regarding the requirements to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).

### Do I have to use the Sandata EVV system?

- Non-agency providers are required to use the Sandata EVV system. Agency providers may choose to use an alternate data collection system that has been approved by ODM.

### Is there a cost to me for using the EVV system?

- There is no cost to any provider or individual for the Sandata EVV system. However, there may be a cost to agency providers who choose to use an alternate EVV system.

### I am an agency provider. If I am already using an EVV technology, do I have to switch to the Ohio EVV system?

- You may continue to use your current EVV system, but you must read and comply with all listed documentation for Phase 2. The requirements can be found here: <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification#1894220-alternate-system>.
- Providers will be responsible for working with Sandata and for any interface costs charged by their vendors if they choose to use their own system.
- All vendors who choose to provide an EVV system for use with the Ohio EVV Program must provide those agencies using their services with a method of editing visit data. Agencies will not have a method of altering visit data in the Sandata System if they are using an alternate vendor.
- Each additional Phase of EVV will require agencies to recertify their alternate vendor through Sandata.

### Are there any exceptions to EVV requirements?

- The excluded services in Phase 2 are:
  - Services reimbursed through a DBU (Daily Billing Unit)
  - Onsite/On call Homemaker Personal Care
  - Self-Directed Services (Phase 3)

### How do individuals receiving services subject to EVV receive a device?

- Medicaid providers will be required to request devices for individuals they serve when they are receiving any of the qualifying services. Device requests can be submitted beginning after EVV training is completed through the eTRAC system at <https://etraconline.net/login> or through the EVV system. All devices must be returned through the eTRAC system.

### How does the EVV device get to the individual?

- Mobile devices will be shipped to the individual receiving services once their provider submits the request. The mobile device will stay with the individual until he or she no longer needs qualifying services. At that time, the device is returned to the vendor at no cost to the provider or individual.

### What happens if I need to run errands for my individual prior to arriving at his or her home to provide authorized services?

- EVV does not affect access to care or provision of services. If the service you are providing allows errands (as do services available through the Ohio Home Care Waiver), and the services are in the Person-Centered Services Plan (PCSP), you can continue to complete errands for the individual prior to arriving at the individual's home.
- In this instance, the caregiver should use the device to start the visit when they arrive at the individual's home. The provider will need to use Visit Maintenance to adjust the start time and should maintain

documentation supporting the adjusted start time.

- If the provider has the mobile app on their phone they can start the visit when they start the errand.

### How will an individual verify times and service?

- An individual or authorized representative will have the ability to verify times and service by voice recording or a digital signature. Voice verification is the preferred verification method. You want to ensure any authorized representative is included in the Person-Centered Services Plan.
- For the DODD Waivers, no individual verification will be required.
- It is a violation of EVV program policy for verification of a visit to be done by anyone not listed on the care plan.

### Will caregivers still be required to complete time sheets and collect signatures from individuals to verify services/tasks completed each visit?

- EVV will replace individual and provider verification signatures on paper, but EVV does not replace any requirements for clinical notes or other documentation required in Ohio Administrative Code Rules. Supporting documentation must be maintained to support any changes to visit information after a visit has been confirmed or when visits are entered manually in the EVV system. In addition, supporting documentation is required to document all steps taken to clear exceptions in the EVV system.
- For the DODD Waivers, no individual verification will be required.

### What do I do if my client is asleep when it is time to verify services?

- If your client is asleep, you have the ability to skip the verification, but you will need to obtain supporting written documentation. You want to make sure any exceptions to verification are documented in the PCSP. If it is, then you can bypass this verification and maintain written documentation in compliance with the PCSP.
- For the DODD Waivers, no individual verification will be required.
- It is a violation of EVV program policy for verification of a visit to be done by anyone not listed on the care plan

### What happens if the individual's EVV device cannot connect to the system?

- If GPS or cellular coverage are not a viable option for a specific visit, you can use telephony or manual visit verification to capture visit information. However, mobile verification is still the preferred method when a connection is available.

### What do I do when I am no longer providing services subject to EVV requirements to an individual?

- You will use eTrac to notify Sandata when you are no longer providing services subject to EVV requirements to the individual. Sandata will determine whether any other providers are still caring for the individual. If the individual is no longer receiving any services subject to EVV, Sandata will send prepaid packaging that can be used to return the device to the individual. The eTrac portal can be found at <https://etraconline.net/login>.

### Will I have access to the Sandata aggregator?

- All providers will have access to the Sandata aggregator when they begin to record visit information using EVV.
- Only those providers who are using the Sandata System will have the ability to alter visit data in the Sandata system.

### How long is it between when visit information is entered and when I can see it in the Sandata EVV portal?

- Visit information is generally available in the Sandata EVV Portal in near real time.

### How often do passwords expire?

- Passwords expire every 60 days. Providers will receive notice when they log into the system that the password is about to expire.

### Does every employee have to have an email address? What if they do not have a work email or a personal email?

- Every employee who has access to Sandata or MVV will need a unique email address. Free email accounts can be easily obtained through sites such as Gmail, Hotmail, and Yahoo.

### Can you use the same email address for all employees that do not have an active email address or access to a computer?

- Every employee who has access to Sandata or MVV will need a unique email address. Free email accounts can be easily obtained through sites such as Gmail, Hotmail, and Yahoo.

### If I work for multiple agencies, do I have multiple Santrax ID's? And what do I do if I enter the wrong one?

- Yes, there will be a unique Santrax ID for each agency you work with. If you enter the wrong one, the system allows you to continue your visit, but you will want to notify your agency to discuss options.

### What do I need to do if an individual I care for moves?

- You will need to update the individual's address information in the Sandata EVV portal.

### What do I do if the device cannot be used for the individual I care for or the individual refuses to use the device?

- There's always the option to download the Sandata Mobile Connect application if you are using the Sandata System. Otherwise, telephony is the primary alternative to the EVV device/app. If telephony cannot be used, you can use the Visit Maintenance functionality in the Sandata EVV system to manually enter the visit. You want to ensure that your individual's unique situation is captured in the Person-Centered Services Plan.

### Can more than one provider use the same device to record services to an individual?

- Yes. Every caregiver will have unique log in credentials so that the device can be used by all the caregivers who provide services to an individual.

### Does the caregiver have to use a phone in the individual's home for telephony?

- No, the caregiver can use any phone to record a visit using telephony. It's important that the provider ensure all numbers consistently being used for telephony are listed in the EVV System to avoid exceptions.

### How many addresses can I add for places that I provide services?

- Sandata can accommodate as many addresses as you need.

### Will EVV alert caregivers if they did not complete an earlier visit?

- When a caregiver logs into the EVV device, the system will check for any open visits using the same log-in credentials. If the system finds an open visit, the caregiver will be asked to abandon the visit (if he or she needs to open a new visit) or to complete a visit. If a visit is abandoned, a "missing out call" exception will post, and the provider will need to use the Visit Maintenance functionality to clear the exception.

### Will EVV be used to document skilled therapy services?

- Skilled therapy services are not included in EVV at this time.

## Does EVV apply to services provided to individuals living in a nursing home?

- No

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## TRAINING QUESTIONS

### What kind of training will be available for providers?

- Prior to the implementation of Phase 1 on January 8, 2018, training was offered from November 01, 2017 through January 07, 2018 in three ways:
  - Instructor-led classroom setting;
  - Instructor led webinar training; or
  - Self-paced on-line training. Self-paced, on-line training will be available for the life of the Program and providers can take the self-paced training as often as they need to.
- For Phase 2 of EVV, training registration opened on April 01, 2019, with training beginning May 06, 2019. The same options for training will be available with one addition:
  - Those providers who completed Phase 1 training will have a separate training to update them on what's changed with the system.
  - This will be offered as a self-paced online training.

### How do I take Phase 2 self-paced, online training?

- Agency providers can register for training at <https://www.sandatalearn.com/?KeyName=ODMEVVAgencyTrainingPhase2>
- Non-agency providers can register for training at <https://www.sandatalearn.com/?KeyName=ODMEVVNonAgencyTrainingPhase2>
- Providers can register for Phase 2 Bridge training at <https://www.sandatalearn.com/?KeyName=p2bridgetraining>

### Do I have to go to training?

- All providers of services subject to EVV must complete training prior to receiving log-in credentials for the EVV system. Providers new to the Medicaid program after January 8, 2018 must complete the required training during the provider application process and before they will receive a Medicaid provider agreement.
- Providers who have multiple contracts will need to take the training to satisfy revalidation efforts, even if no EVV services are being performed.

### Will agencies have access to an EVV device that they can use to train their staff?

- Agencies can request one device per Provider ID for training purposes. Those requests can be sent to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov). Requests should include:
  - Provider Medicaid ID;
  - Agency Name;
  - Mailing Address (No PO Box);
  - Telephone Number; and
  - Contact Name
- Note: Someone will need to sign for the device.

### Can I bill Medicaid for the time I spend in training?

- No. Training is offered free of charge to all Medicaid Providers affected by EVV deployment. You cannot

submit a claim for payment while accumulating your training hours as Medicaid reimburses only for medically necessary services.

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## BILLING QUESTIONS

### How will EVV impact billing?

- Providers participating in EVV will notice some changes when submitting claims to ODM. Times of service will now be **optional** in the MITS portal and on the EDI claims.

### How will I report time on an EDI (837P) claim?

- ODM 837 Professional Companion Guides will be updated to contain the following information:
  - Loop ID – 2400 Service Line Number
  - NTE – Line Note segment
  - NTE 01 = ADD
  - NTE 02 = HHMMxxHHMMxx for all detail lines on EVV claims (**Optional**)
    - 'xx' = AM or PM
  - NTE 02 = HHMMxxHHMMxxY when the service is 90 days or less (**No longer applicable**)
    - 'xx' = AM or PM

### What happens if the times on my claim don't match the times recorded in the EVV System?

- If you choose to provide times on claims submitted to ODM, those times **will not** be matched to times recorded in the EVV system. Instead claims will be matched to visits in the EVV system using units.

### Can I get information from the EVV System that I can use in my own billing system?

- Reports from the EVV System can be exported in PDF, Excel and .csv formats.

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## INDIVIDUAL QUESTIONS

### Is there a cost for using EVV?

- There is no cost to any individual for using the EVV System.

### How will I get an EVV device?

- Your provider will request a device for you. The device will be delivered to your home by Federal Express (FedEx). Someone will have to sign for the package.

### What happens when I am no longer receiving qualifying services?

- Your provider or providers will notify Sandata that they are no longer providing services to you. Sandata will send you an envelope you can use to return the device at no cost to you through the United States Postal Service (USPS).

### What happens if my caregiver runs errands for me before they come to my house?

- EVV does not affect access to care or provision of services. If the service your caregiver is providing allows errands (as do services available through the Ohio Home Care Waiver), and the services are on the PCSP, EVV permits the caregiver to complete errands for you prior to arriving at your home.
- In this instance, the caregiver should use the device to start the visit when they arrive at the individual's

home. The provider will need to use Visit Maintenance to adjust the start time and should maintain documentation supporting the adjusted start time.

- If the provider has the mobile app on their phone they can start the visit when they start the errand.

### How will I verify times and service?

- You or your authorized representative will verify times and service by voice recording or digital signature. Voice verification is the primary verification method.
- If you are receiving DODD waiver services, you will not be required to verify the visit.

### What if I move?

- You should take your device with you, and your caregivers can use the device at your new home.

### Do I need training for the EVV device?

- You do not need training for the EVV device, but you may want to talk to your caregiver about EVV. There is also a video posted on the ODM web page that will provide more information. <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification..>

### Will telephony go away on January 1, 2019?

- No, telephony will remain an option when mobile visit verification cannot be used for any reason.

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## ALTERNATE EVV SYSTEMS for AGENCY PROVIDERS

### I am an agency and have my own EVV system. How do I interface with Sandata?

- Please see the EVV webpage for all technical and business requirements <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification#1894220-alternate-system>.
- If you have not previously completed the required Alternate EVV system certification through Sandata, you must have your Alternate EVV system certified no later than August 04, 2019.

### What if I already certified my own EVV system for Phase 1?

- All agencies who have previously certified their EVV system through Sandata must have completed recertification no later than May 05, 2019.
- Phase 1 formats will not be accepted by Sandata beginning on June24, 2019.

### What if my Alternate EVV System vendor cannot map its values to ODM's field values?

- The data in the aggregator must be consistent across the program. Therefore, Alternate EVV Systems must send the same values in the format and manner specified in the technical specification. You must use Sandata's EVV system if your vendor cannot accommodate the values, format, or interface requirements defined in the *Alternate EVV System Technical Specifications*. <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification#1894220-alternate-system>.
- As of January 01, 2019, all alternate vendors must have GPS as an option for verification.

### If my alternate vendor already went through the Sandata certification process, do I need to complete the certification process also?

- Yes. Even though one agency has an approved interface to the aggregator, it does not guarantee it will work for your agency. You must complete the testing process to ensure the interface works with your Alternate EVV System and to gain Sandata's approval.
- Your vendor will have to recertify with Sandata for each Phase of EVV.

## Can a non-agency provider contract with an alternate vendor?

- No. ODM will provide Sandata's EVV system free-of-charge to non-agency providers. Non-agency providers must use Sandata's EVV system.

## When must I complete my interface to the Aggregator?

- Providers planning to use an alternate data collection system are encouraged to complete the certification process as soon as possible.
- Please note, the six-month grace period for Phase 1 providers to use EVV ended July 08, 2018. Any providers who are not using EVV for visits starting July 08, 2018 are out of compliance.
- Certification for Phase 2 and recertification for Phase 1 certified systems opened on January 07, 2019.
- Any Phase 1 providers who were still in the process of certification by April 18, 2019 had to abandon the Phase 1 process and begin Phase 2 certification.
- All agencies who have previously certified their EVV system through Sandata must complete recertification no later than May 05, 2019.
- If you have not previously completed the required Alternate EVV system certification through Sandata, you must have your Alternate EVV system certified no later than August 04, 2019.

## How do I start the certification process?

- If you plan to use an alternate EVV system, please call the EVV Customer Care line at (855) 805-3505 to initiate the certification or recertifications process. You may also reach out to this number if you have any questions about using an alternate EVV system.
- It's important to ensure your vendor is operational and has the ability to allow you to alter visits in the vendors system. You will not be able to alter visits in the Sandata system unless those visits were collected using Sandata's methods.

## Can I have more than one source of information going into the Sandata Aggregator, per Santrax Account ID?

- No. There is only one interface connection possible for each ODM Medicaid Provider ID.

## Where do I find the list of exceptions and reason codes that need to be in my Alt EVV system?

- You can find them on the ODM website: <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification#1894220-alternate-system>.

## How often will my data be uploaded from my Alt EVV to the Sandata Aggregator?

- Data must be sent from the Alt EVV system to the Sandata Aggregator no later than 24 hours after the visit was logged or edited. The exact timing, however, is determined by the system. Please check with your system's creator for information on the system's timing.

## My agency has been using the Sandata system until my Alt EVV system is certified. When I'm ready to transition to the Alt EVV system, what will happen?

- When you have completed testing and are ready to move forward, you will determine a go-live date for the official cutover from Sandata to your Alt EVV system. \*Please note: Sandata must have at least 3 business days before your intended go-live to prepare for the cutover. You will want to prepare your staff for the go-live date and any changes in processes. On your go-live date, your Sandata TVV phone numbers will be disconnected and MVV accounts will be inactivated, so that no additional visits will be logged through Sandata. Your existing Sandata account will still be available to edit any visits, as needed, that you have already logged in Sandata. You will be issued a new Sandata account number to which all of your Alt EVV system's visits will be sent. All of your visits, from your go-live date forward, will be sent to the Sandata Aggregator. You can log into the Sandata Aggregator for a read-only view of your Alt EVV visits.

## How do I know I have an exception that needs to be resolved?

- Your Alt EVV system should have all of the ODM-required visit exceptions built into it. Since your Alt EVV system is where you would be logging and managing visits, you should see and resolve all applicable exceptions in your Alt EVV system.

### Where do I make edits on visits, if needed, when using an Alt EVV system?

- All edits to visits made through an Alt EVV system can only be made directly in your Alt EVV system.

### How long will the Alt EVV certification process take?

- There is no preset timeframe for the Alt EVV certification process. It is important to allow sufficient time for development and testing of the Alt EVV system. Agencies are also responsible for timely communication with Sandata to establish an agreed-upon date for testing and completion of the testing process. Agencies should plan to actively participate throughout the certification process.

### Where will my client and employee data be stored?

- Client and employee data will be stored and managed in your Alt EVV system.

### My staff are logging visits in an Alt EVV system, but my Alt EVV system is not certified. Will claims for those visits be denied?

- Claims subject to EVV requirements are not denying at this time. If your Alt EVV system is not certified, the visits will not be accepted by the Sandata Aggregator. You will want to ensure that you are either using a certified Alt EVV system or the Sandata EVV system to avoid any future claims or compliance issues.

### What is the latest date to continue working on the Alt EVV process, before my agency would need to abandon Alt EVV and use Sandata's EVV system?

- Where timely certification of your Alt EVV vendor is important to ensure there are no future claims impact, it's important to remember providers subject to Phase 1 EVV requirements were required to be using EVV, including the EVV aggregator, no later than July 08, 2018. Providers subject to Phase 2 EVV requirements must be using EVV, including the EVV aggregator, no later than August 5, 2019. If your visit data is not in the Sandata aggregator, you could be considered out of compliance.

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## ADDITIONAL RESOURCES

Current information is published on the ODM website.

- <http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>

### For Provider Assistance:

- For general questions about the EVV program, send questions to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).
- Ohio Medicaid Provider Hotline at 1 (800) 686-1516
- For technical questions about using the Sandata EVV system or an alternate EVV system contact EVV Customer Care at 1 (855) 805-3505.

### For Assistance for Individuals Using Long Term Services and Supports Subject to EVV Requirements:

- Send questions to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).
- Ohio Medicaid Consumer Hotline at 1 (800) 324-8680

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