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MEDICAID: Electronic Visit Verification

What is EVV?

EVV, or electronic visit verification, is a new system being adopted by the Ohio Department of Medicaid. Congress required EVV when it passed the 21st Century Cures Act in 2016. EVV is used to verify provider visits and collect data on these visits. Medicaid has contracted with Sandata Technologies as the provider of the EVV system.

When will EVV take effect?

Providers, individuals and families will begin using EVV on January 8, 2018.

I have been given no training on how or when to use this device. What will happen if I make mistakes? Will the Department not accept claims when mistakes are made?

There is a six-month phase-in period. During this period, claims will not be denied by the Department for lack of verification. You may want to keep a separate record to document when services were delivered to you and where.

How does EVV work?

Individuals required to participate in the EVV system should have received a device in the mail in late December 2017. The provider will use the device to log in when they begin a visit and log out at the end. The individual receiving the service must verify that the visit occurred through either a signature or voice verification.

Who is required to use EVV?

Medicaid requires individuals to participate in EVV if they use the following fee-for-service providers who directly bill Medicaid:

- State Plan Home Health Aide
- State Plan Home Health Nursing - RN

- State Plan Home Health Nursing - LPN
- State Plan Private Duty Nursing (PDN)
- 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
- State Plan RN assessment

Will I be notified prior to receiving a device?

Medicaid sent a letter to individuals required to use EVV at the beginning of December 2017. There has not been any additional information provided to individuals and their families from Medicaid.

Is there training for EVV?

The department has only provided and required training for providers, not individuals and their families. Sandata has been training providers on how to operate the device, log in and verify visits. Providers are required to train individuals on how to operate the devices, and it is the provider's responsibility to ensure individuals and families are prepared for implementation.

Does the provider keep the device?

The individual receiving services must keep and care for the device at their home. Providers only use the device to log the times of their visits.

Do I need to keep the device with me at all times?

It depends on how and when visits occur. If a visit change occurs in the community, you will need to take the device with you. For instance, if you are at the store and one provider leaves and then another provider comes, you will need to keep the device on you so those providers can log their visits.

What if I forget my device at home?

The department allows the use of an alternative method to verify visits called Telephony. Telephony can be used on any cell phone or landline. Similar to the EVV device, providers will call in to the department to log a visit, and verification will be obtained only through voice verification.

What happens if I break or damage my device?

Mail your damaged device back to Medicaid and they will provide you with a new device in the mail.

Are Department of Developmental Disabilities waivers and Managed Care Plans required to adopt EVV?

DoDD Waivers (I/O, SELF, Level 1) are yet not part of EVV. If you are on a DD waiver and receive one of the services listed above (for example PDN), you will be required to use EVV for that service ONLY.

Does EVV apply to my Independent Provider?

Both agency and non-agency providers are required to use the EVV system starting January 8, 2018.

Does EVV have GPS tracking?

The EVV devices have a GPS location tracking system. Medicaid will only store location data on its portal when a provider reports (“pings”) the beginning or end of a visit.

Will I need to input locations I visit often?

Medicaid wants providers to enter address information for locations visited frequently into the EVV portal. These locations would be those where visit changes occur regularly including, but not limited to: home, office, school, doctor’s office, etc. Inputting locations into the EVV portal is to allow for easier claim processing for the Department. Individuals do not need to input locations of restaurants, parks, a friend’s house, etc. If you visit a location not in the EVV portal, a provider may input an exception code to allow for the visit to occur. However, the location will still be tracked through the GPS device if a visit change occurs.

Do these devices have cameras and microphones?

These devices have both a camera and a microphone. Medicaid states that the camera is disabled and should not function. The microphone functions due to voice verification.

Will the EVV devices store my information?

The EVV devices only serve as a portal to the system provided by the Department of Medicaid and Sandata. No one except you, your provider and the Department should be able to access your information. The Cures Act requires that the HIPAA privacy regulations apply to this data.

I live in an area with limited internet service, how would I be able to use EVV?

If there is limited internet access, individuals will be able to use Telephony as their primary visit verification method. If an individual lives in an area with poor telephone service, the Department may allow the use of traditional paper visit logs. If at any time there is a problem with the device accessing the EVV portal, providers can input an exemption code and input visit data through the most readily available method.

There are multiple people living with me. Can we all use one device?

Each individual who is required to use EVV will be receiving their own device in the mail. If an individual only receives group visit care, they will not be required to use EVV.

What if I am unable to provide either a voice verification or a signature?

Individuals who are unable to provide visit verification can have their visits verified by either their parent or guardian. Additionally, individuals may have in their individual service plan exceptions to who can verify, if verification is necessary, and when verification would or would not be needed. Providers are also given a list of exceptions for verification, including the inability of an individual to provide verification.

What if my provider makes a mistake?

Providers are able to log into the EVV system on their computers to track visits, input data and make necessary changes. All visits have an additional verification process through Medicaid, and Medicaid may contact individuals if a mistake has been made or a change occurred in a person's data.

What if I do not want to verify a visit with my provider?

If you do not believe the provider was truthful in their visit claim, you can refuse to verify the visit. If you do not wish to refuse in person, you may also contact Medicaid and make a claim.

Does the Department allow for flexibility and exceptions?

Medicaid has provided multiple exceptions to how, when, where and why an EVV device should be used. For instance, if a device cannot connect, or the battery is too low to function, providers are able to input exception codes that allow for alternative, or no, verification to occur.

What should I do if I am losing providers over EVV and am worried about having to move myself or a loved one into an institution/nursing home?

DRO is very concerned about making sure people have enough providers to be able to continue to live in the community and will be working to monitor the situation. Please document any loss of providers and use the contact information below to tell DRO.

Who should I contact to report issues or to document concerns about EVV?

If you have specific questions, please visit the Ohio Department of Medicaid's EVV website: <http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>, email to EVV@medicaid.ohio.gov, or call the Department on their consumer hotline at 800-324-8680.

You can also contact DRO with any questions or concerns at 614-466-7264 or 800-282-9181, option 2; TTY 614-728-2553 or 800-858-3542. We also strongly suggest you send us your stories about problems you have with the EVV system at <http://www.disabilityrightsohio.org/intake-form>.