Ohio Electronic Visit Verification
Understanding Your Visit Status

Ohio Department of Medicaid

Navigating your Sandata Visit Maintenance dashboard just got easier! Use this quick guide to understand what each visit status means, so you can confidently manage your Electronic Visit Verification (EVV) records.

To view the status of your visit, log in to the Sandata EVV web portal

This is a screenshot of a sample portal for demonstration purposes only

EVV Visit Statuses Explained

Scheduled

- The visit has been scheduled but has not yet occurred.

In Process

- The visit is happening right now! You have arrived at the recipient's home or community and clocked in using the Sandata Mobile Connect app or by phone by calling a toll free number provided to your agency

Incomplete

- The visit has ended, and you have clocked out. The visit data is sent to your EVV portal. However, **you are missing at least one of the following key pieces of information** and your visit will show in your EVV portal as an **exception**.

    - Recipient information
    - Direct care worker / employee information
    - Location
    - Date
    - Call in and call out times
    - Service type

- **Next Steps:** You can resolve an exception on your Visit Maintenance dashboard in the Sandata EVV web portal. Alt EVV users should work with your alt Vendor.

Verified

- The visit has ended, and you have clocked out. The visit data is sent to your EVV portal and does not contain any exceptions. In other words, all key pieces of information are accounted for—you can now submit a claim to ODM for this visit.
- **Please note:** Your visit will remain in Verified status until it successfully matches to a claim.

Processed

- Your visit record has successfully matched to one or more claims validation requests that Sandata has received and processed successfully. You will now be paid for your visit.