



# Electronic Visit Verification Contact Information



## Sandata Electronic Visit Verification Provider Hotline

[ODMCustomerCareEmail@Sandata.com](mailto:ODMCustomerCareEmail@Sandata.com)

855-805-3505

*The EVV Provider Hotline is available 24/7*

**Focus Area:** Program and Technical EVV Questions

**Topics:**

- EVV devices
- Getting started with EVV
- EVV visit maintenance
- Technical support
- Claims matching
- Live-in caregiver exemption form and process
- Services subject to EVV
- EVV and claims matching logic
- Alternate EVV requirements
- OAC rule questions
- GPS consent form
- EVV policy questions

## Ohio Department of Medicaid Integrated Help Desk

800-686-1516

**Focus Area:** Single sign-on, OHID, and Provider Network Management Module

**Topics:**

- Single sign-on, OHID, or portal password support
- Ohio Medicaid Enterprise System submitted claims, prior authorization, and other administrative tasks
- General Medicaid member eligibility questions
- Provider Network Management (PNM) module

## Alternate Electronic Visit Verification Support

[OHAltEVV@Sandata.com](mailto:OHAltEVV@Sandata.com)

844-289-4246

**Focus Area:** Alternate Vendors and Providers

**Topics:**

- EVV interface and Aggregator data
- Vendor registration portal and testing with Sandata

## Provider Managed Care Entity Resources

[Provider MCE webpage](#)

**Focus Area:** Managed Care Entity Claims

**Topics:**

- Medicaid managed care or MyCare Ohio claim questions