Electronic Visit Verification Stakeholder Workgroup

October 27, 2025

Ohio Department of Medicaid

Today's Agenda

1 | Welcome and Housekeeping

2 | Electronic Visit Verification (EVV) Resource Guide Walkthrough

3 | EVV Website Updates and Discussion

4 | Resources for OH|ID Login Issues

5 | Announcements and Resources

Ohio Department of Medicaid

Access, Inclusion, and Reasonable Accommodation

The Ohio Department of Medicaid (ODM) is committed to providing access, inclusion, and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act, and other applicable laws. To request an interpreter, written information in a language other than English or in other formats (large print, audio, accessible electronic formats, other formats), or a reasonable accommodation due to a disability, please contact ODM's Civil Rights/ADA Coordinator at 614-995-9981/TTY 711, fax 614-644-1434, or email: **ODM_EEO_EmployeeRelations@medicaid.ohio.gov**. Requests should be made at least three business days prior to the scheduled event.

If you believe ODM has failed to provide these services or discriminated in another way, you can file a grievance with ODM's Civil Rights Coordinator and/or file a civil rights complaint with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights. Further information on these processes and ODM's compliance with civil rights and other applicable laws can be found in our **Notice of Nondiscrimination**.

Unless ODM's Civil Rights/ADA Coordinator approves in advance, individuals may not record the meeting using the recording function in Teams, GoToMeeting, Zoom, or any virtual meeting platform used by the department, nor may individuals utilize artificial intelligence (AI) technologies to transcribe meetings.
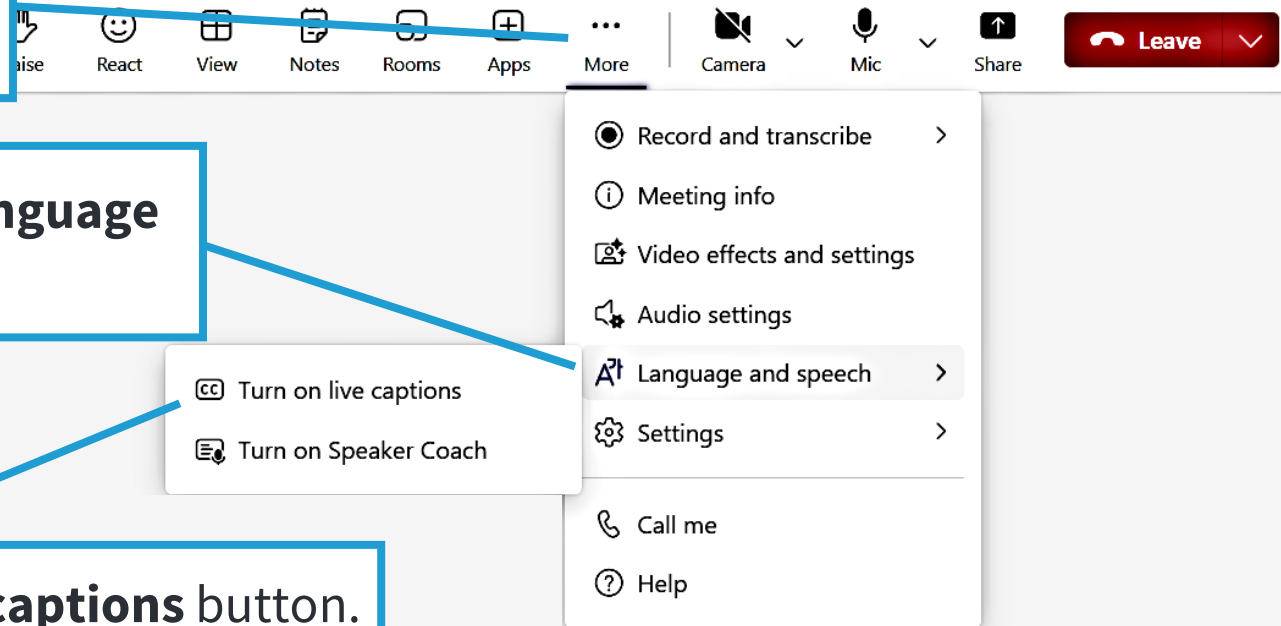
Ohio Department of Medicaid

Accessibility (1 of 3)

You can turn on closed captioning for this webinar by following the steps below in Microsoft Teams.

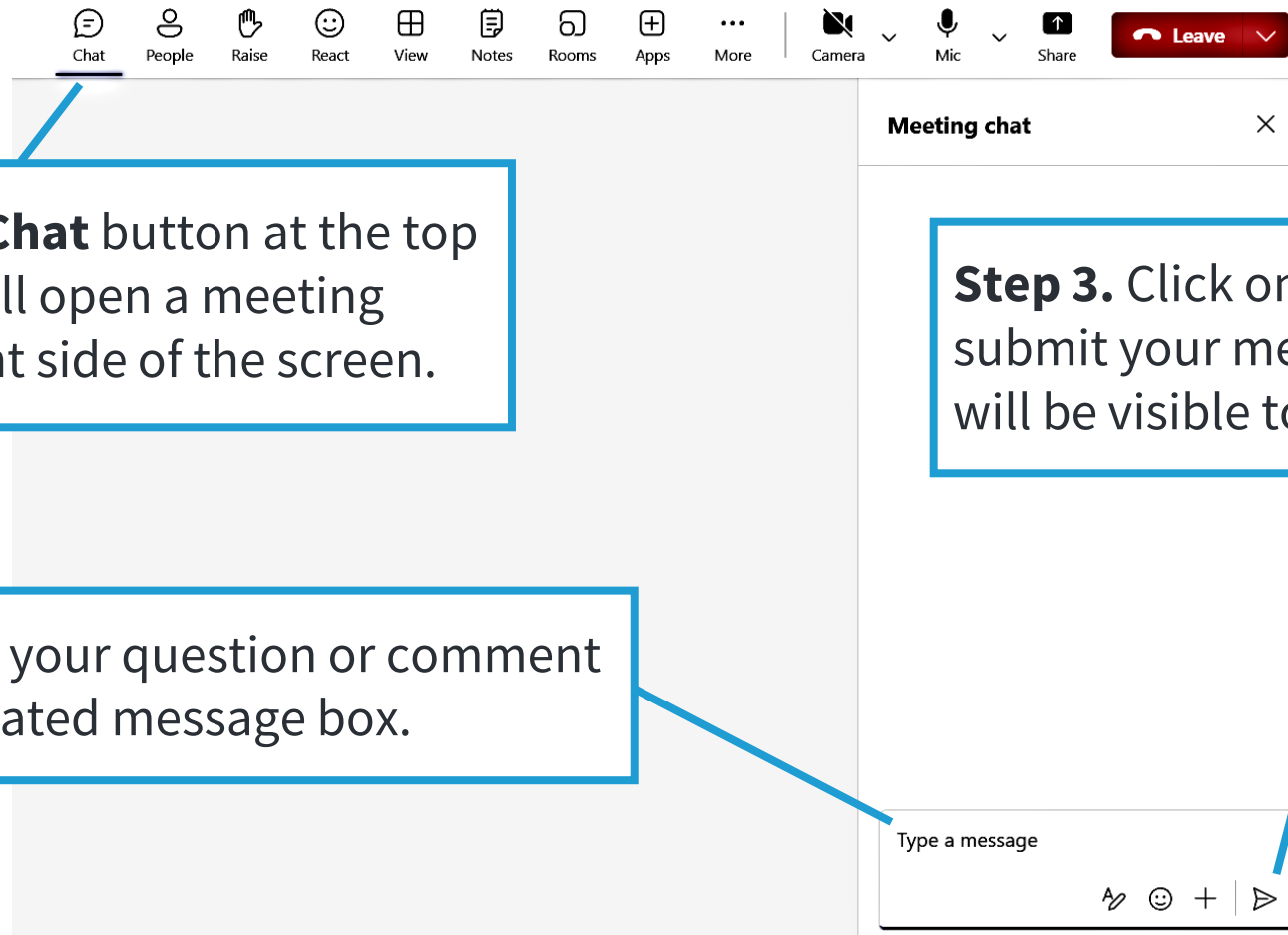**Step 1.** Click on the **More** button at the top of the screen.

Step 2. Hover your mouse over the **Language and speech** button in the dropdown.

Step 3. Click on the **Turn on live captions** button.

Accessibility (2 of 3)

If you would like to submit a question or comment through the chat, please feel free to do so by following the steps below.
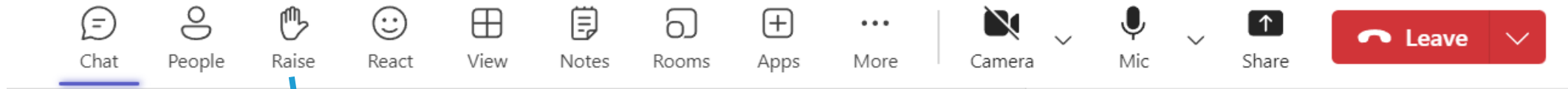

Step 1. Click on the **Chat** button at the top of the screen. This will open a meeting chat pane on the right side of the screen.

Step 3. Click on the send icon to submit your message. Your message will be visible to all attendees.

Step 2. Type your question or comment in the designated message box.

Department of Medicaid

Accessibility (3 of 3)

If you would like to verbally comment or ask a question, please raise your hand by following the steps below.

Step 1. Click on the **Raise** button at the top of the screen. This will notify the presenter that you have a comment or question.

Step 2. Please wait for the presenter to acknowledge your raised hand before you begin speaking.

Step 3. If you are still muted, your mic will look like this. Please click on the mic icon to unmute.

Department of Medicaid

We're Here to Help: Ways to Engage and Get Assistance

We encourage all participants to share their questions and feedback—either in the chat or by raising your hand to speak.

If you have a more detailed or situation-specific question, please take advantage of the following support options:

Sandata Office Hours

Connect one-on-one with a Sandata trainer during daily office hours.

Register here for an upcoming session.

24/7 Sandata Provider Support

Reach out by phone at 1-855-805-3505 or email us at ODMCustomerCareEmail@sandata.com for personalized assistance.

Electronic Visit Verification Resource Guide Walkthrough

Electronic Visit Verification Resource Guide

Located next to the blue banner on the right side of the screen, the Resource Guide provides links to the most requested EVV resources.

Electronic Visit Verification Website Updates and Discussion

ODM is updating the content and organization of the EVV website based on your feedback. While many improvements are still in progress, several changes have already been implemented. The following slides highlight these recent changes.

Department of Medicaid

Electronic Visit Verification Website Resources (1 of 3)

In addition to the Resource Guide, the **Ohio Medicaid EVV Resources** box offers links to other helpful resources, including:

- **[NEW] EVV Error Messages Resources**

  Describes the 4 most common EVV error codes and how to resolve them.

- **[NEW] WATCH THE VIDEO: What is EVV?**

  Provides a quick introduction to EVV.

- **EVV Fact Sheet**

  Explains what EVV is, why it's needed, who uses it, and how to get started.

- **EVV Frequently Asked Questions (FAQs)**

  Answers common questions about Ohio's EVV program.

Ohio Medicaid EVV Resources

Need help finding EVV information you need?

Check out the In Demand EVV Resources Quick Guide. It offers short-cuts to the EVV materials, processes, tools, and supports providers request most. **Support is available by contacting HHA** at 855-805-3505.

In addition to this quick guide, we urge you to get familiar with the assorted quick links offered below.

- EVV Error Messages Resource
- WATCH THE VIDEO: What is EVV?
- Electronic Visit Verification Fact Sheet
- Electronic Visit Verification Frequently Asked Questions (FAQs)
- What Your Visit Status Means
- Ohio Medicaid Electronic Visit Verification Program and Service Code Guide
- Electronic Visit Verification Procedure Code Guide
- EVV Procedure Code Guide
- EVV Live-in Caregiver Online Exemption Request Process
- Live-In Caregiver Exemption Request Form

Department of Medicaid

Electronic Visit Verification Website Resources (2 of 3)

In addition to the Resource Guide, the **Ohio Medicaid EVV Resources** box offers links to other helpful resources, including:

- **[NEW] What Your Visit Status Means**

  Explains the various visit statuses displayed on your Sandata EVV Visit Maintenance Dashboard.

- **Ohio Medicaid EVV Program and Service Code Guide**

  Outlines which Medicaid programs and services in Ohio require EVV.

- **EVV Procedure Code Guide (PDF Version)**

  Lists the procedure code associated with each service that requires EVV.

Ohio Medicaid EVV Resources

Need help finding EVV information you need?

Check out the In Demand EVV Resources Quick Guide. It offers short-cuts to the EVV materials, processes, tools, and supports providers request most. **Support is available by contacting HHA at 855-805-3505.**

In addition to this quick guide, we urge you to get familiar with the assorted quick links offered below.

- EVV Error Messages Resource
- WATCH THE VIDEO: What is EVV?
- Electronic Visit Verification Fact Sheet
- Electronic Visit Verification Frequently Asked Questions (FAQs)
- What Your Visit Status Means
- Ohio Medicaid Electronic Visit Verification Program and Service Code Guide
- Electronic Visit Verification Procedure Code Guide
- EVV Procedure Code Guide
- EVV Live-in Caregiver Online Exemption Request Process
- Live-In Caregiver Exemption Request Form

Department of Medicaid

Electronic Visit Verification Website Resources (3 of 3)

In addition to the Resource Guide, the **Ohio Medicaid EVV Resources** box offers links to other helpful resources, including:

- **EVV Procedure Code Guide (Excel Version)**

  Displays the procedure codes for every service requiring EVV in a user-friendly Excel sheet to support coding activities.

- **EVV Live-In Caregiver Online Exemption Request Process**

  Explains who qualifies for a live-in caregiver exemption and how to apply.

- **EVV Live-In Caregiver Exemption Request Form**

  An online form for live-in caregivers to request an EVV exemption.

Ohio Medicaid EVV Resources

Need help finding EVV information you need?

Check out the In Demand EVV Resources Quick Guide. It offers short-cuts to the EVV materials, processes, tools, and supports providers request most. **Support is available by contacting HHA at 855-805-3505.**

In addition to this quick guide, we urge you to get familiar with the assorted quick links offered below.

- EVV Error Messages Resource
- WATCH THE VIDEO: What is EVV?
- Electronic Visit Verification Fact Sheet
- Electronic Visit Verification Frequently Asked Questions (FAQs)
- What Your Visit Status Means
- Ohio Medicaid Electronic Visit Verification Program and Service Code Guide
- Electronic Visit Verification Procedure Code Guide
- EVV Procedure Code Guide
- EVV Live-in Caregiver Online Exemption Request Process
- Live-In Caregiver Exemption Request Form

Department of Medicaid

NEW Electronic Visit Verification Error Messages Resource

This guide provides an overview of the most common EVV error codes and their corresponding messages, tailored for each agency. Use this resource to quickly identify and resolve common EVV issues.

Ohio

Department of Medicaid

Electronic Visit Verification
Guide to Resolving Common Error Codes

Updated: September 17, 2025

Provider ID does not match

Error Description

The Provider Medicaid ID is not in Sandata's system. This means that the payer either (1) sent a claim for a Provider Medicaid ID that is not subject to EVV, or (2) the provider has not registered with Sandata's Provider Portal to obtain an EVV account.

Error Messages

ODM and MCOs	MyCare Ohio Plans	DODD	AGE
N521 Mismatch between the submitted provider information and the provider information stored in our system **272** Coverage / program guidelines were not met	**N363** Alert: In the near future, we are implementing new policies / procedures that would affect this determination	**Error 70** Provider not found in Sandata EVV system	**EV000** Unable to verify EVV check Sandata **EV002** Provider not found in Sandata **EV004** Provider and Consumer not found in Sandata

Error Resolution

Identify and create a Sandata account using the Medicaid ID associated with the service being rendered if EVV is applicable. To identify the Medicaid ID associated with the Sandata account you use to record visits, refer to the Sandata resource Provider ID does not match.

14

NEW Electronic Visit Verification Visit Status Infographic

This resource explains the meaning of each visit status displayed on your Sandata EVV Visit Maintenance dashboard, allowing you to confidently manage your EVV records.
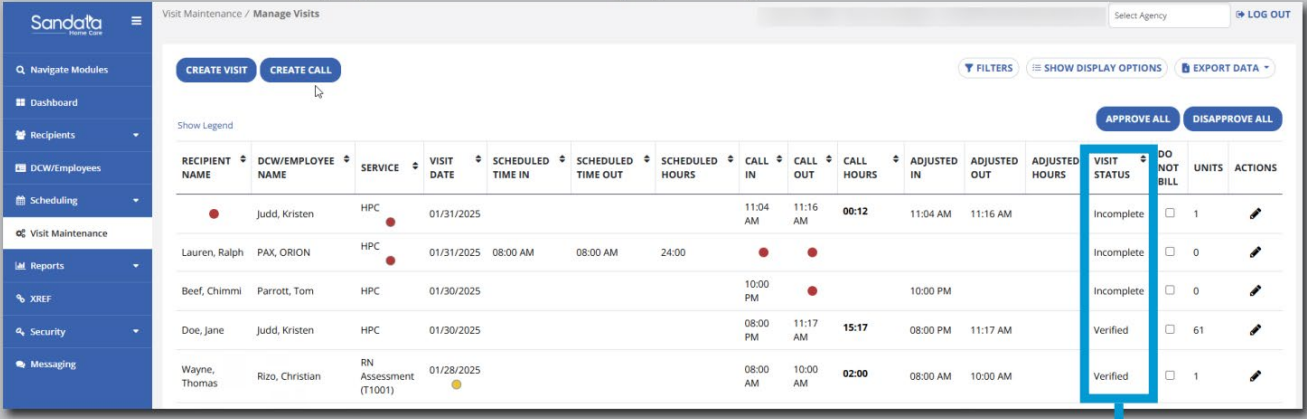

EVV Visit Statuses Explained

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.

Omit
- The visit was marked as 'Do Not bill' within Visit Maintenance.

Website Resources for Partner Agencies (1 of 3)

Below the Ohio Medicaid EVV Resources box, halfway down the page, you'll find new quick links boxes dedicated to EVV resources for DODD and AGE providers.

The following resources are listed in the **DODD Resources** and **AGE Resources** boxes.

DODD Resources

- **Claims Workflow for DODD**

  Outlines the claims validation process for services subject to EVV under DODD waivers.

- **DODD + EVV Frequently Asked Questions**

  Answers common questions about Ohio's EVV program, specifically related to DODD waiver services.

- **DODD Billing Guide**

  Includes a comprehensive list of billing codes for all DODD waiver services and highlights those that require EVV.

- **Aligning DODD Claims with EVV Units**

  Assists providers with matching the units on their DODD claims with the minutes on their EVV visits.

DODD Resources

- Claims Workflow for DODD
  - DODD + EVV Frequently Asked Questions
- Ohio Department of Developmental Disabilities Billing Guide
- Waiver Billing | Department of Developmental Disabilities
  - Aligning DODD Claims with EVV Units
- EVV Guide for County Boards

AGE Resources

- EVV Claims Validation Process for Passport Waiver

Website Resources for Partner Agencies (3 of 3)

The following resources are listed in the **DODD Resources** and **AGE Resources** boxes.

- **Waiver Billing | DODD**

  Offers comprehensive resources for billing waiver services through DODD, featuring a search bar to quickly find relevant billing information.

- **EVV Guide for County Boards**

  Provides guidance for County Boards of Developmental Disabilities (CBDD) for use when assisting providers with EVV.

AGE Resources

- **EVV Claims Validation Process for Passport Waiver**

  Outlines the claims validation process for services subject to EVV under the PASSPORT waiver.

DODD Resources

- Claims Workflow for DODD
  - DODD + EVV Frequently Asked Questions
- Ohio Department of Developmental Disabilities Billing Guide
- Waiver Billing | Department of Developmental Disabilities
  - Aligning DODD Claims with EVV Units
- EVV Guide for County Boards

AGE Resources

- EVV Claims Validation Process for Passport Waiver

Department of Medicaid

18

ODM is updating the EVV website and improving EVV resources.

Does the EVV website provide the information you need? If no, what additional resources would be helpful to you?

Type your answer in the chat or raise your hand using the features in Teams.

Department of Medicaid

ODM has received feedback that the EVV website and its resources can be difficult to navigate.

Does the layout and organization of the EVV website help you find the information you need? What improvements would make the website easier to use?

Type your answer in the chat or raise your hand using the features in Teams.

Department of Medicaid

Resources for OH|ID Login Issues

OH|ID Resources

If you are experiencing OH|ID login issues, refer to the following helpful resources:

PNM Reference Guide

Offers detailed guidance on creating an OH|ID account, specifically for accessing the Provider Network Management (PNM) module.

Get Started with OH|ID
OH|ID Account Creation User Guide

Provides step-by-step instructions for creating a OH|ID account, complete with helpful screenshots to guide you through each stage of the process.

OH|ID Help Center

Outlines available support options for resolving login issues, such as forgotten usernames, passwords, or PINs, and difficulties with two-step verification.

⚠ Please note that the **email address** associated with your OH|ID, PNM, and Sandata EVV accounts **must all match** in order to successfully log visits and match to claims.

Ohio Department of Medicaid

Electronic Visit Verification Announcements and Resources

Schedule of Meetings

EVV Stakeholder Workgroup meetings are held virtually every month.

Upcoming meetings are scheduled for the following days and times:

- **Monday, November 17 from 2:30 – 4 p.m.***

- Tuesday, December 16 from 2:30 – 4 p.m.*

- Monday, January 26 from 2:30 – 4 p.m.

*A survey was sent to workgroup members to assess interest in rescheduling the November and December meetings. Based on the feedback, both meetings were rescheduled.

What EVV topics would you like to discuss in upcoming workgroups?

Do you know someone who may be interested in joining EVV Stakeholder Workgroup meetings to listen in?
They can visit medicaid.ohio.gov/evv for meeting information.

Department of Medicaid

Resources and Additional Information

Slides from today's meeting will be posted on ODM's website.
Please refer to medicaid.ohio.gov/evv for additional information about the EVV program.

Helpful Resources and Trainings

- Looking for helpful resources on the EVV website? Browse the Resource Guide.

- Sign up for the monthly EVV newsletter using the ODM Subscriber Form.

- Need help with the Sandata system? Register for office hours.

- Questions? Send an email to interagencypolicy@medicaid.ohio.gov.

Department of Medicaid

THANK YOU

medicaid.ohio.gov

Department of Medicaid