

Electronic Visit Verification Stakeholder Workgroup

November 17, 2025



Today's Agenda

- 1** | Welcome and Housekeeping
- 2** | Phases 1-4 Claims Matching Success Rates
- 3** | Ohio Department of Developmental Disabilities (DODD) Unit Calculations
- 4** | Alternate Electronic Visit Verification (EVV) for Independent Providers
- 5** | Provider and Recipient Medicaid ID Guidance
- 6** | Announcements and Resources

Access, Inclusion, and Reasonable Accommodation

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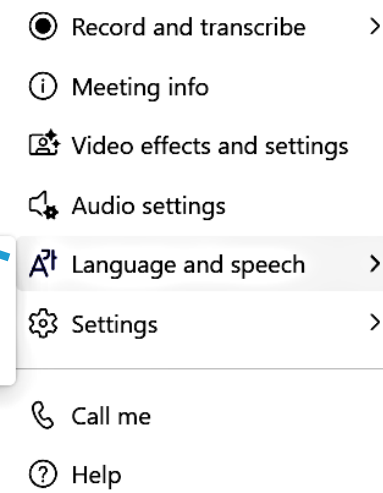
Accessibility (1 of 3)

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.

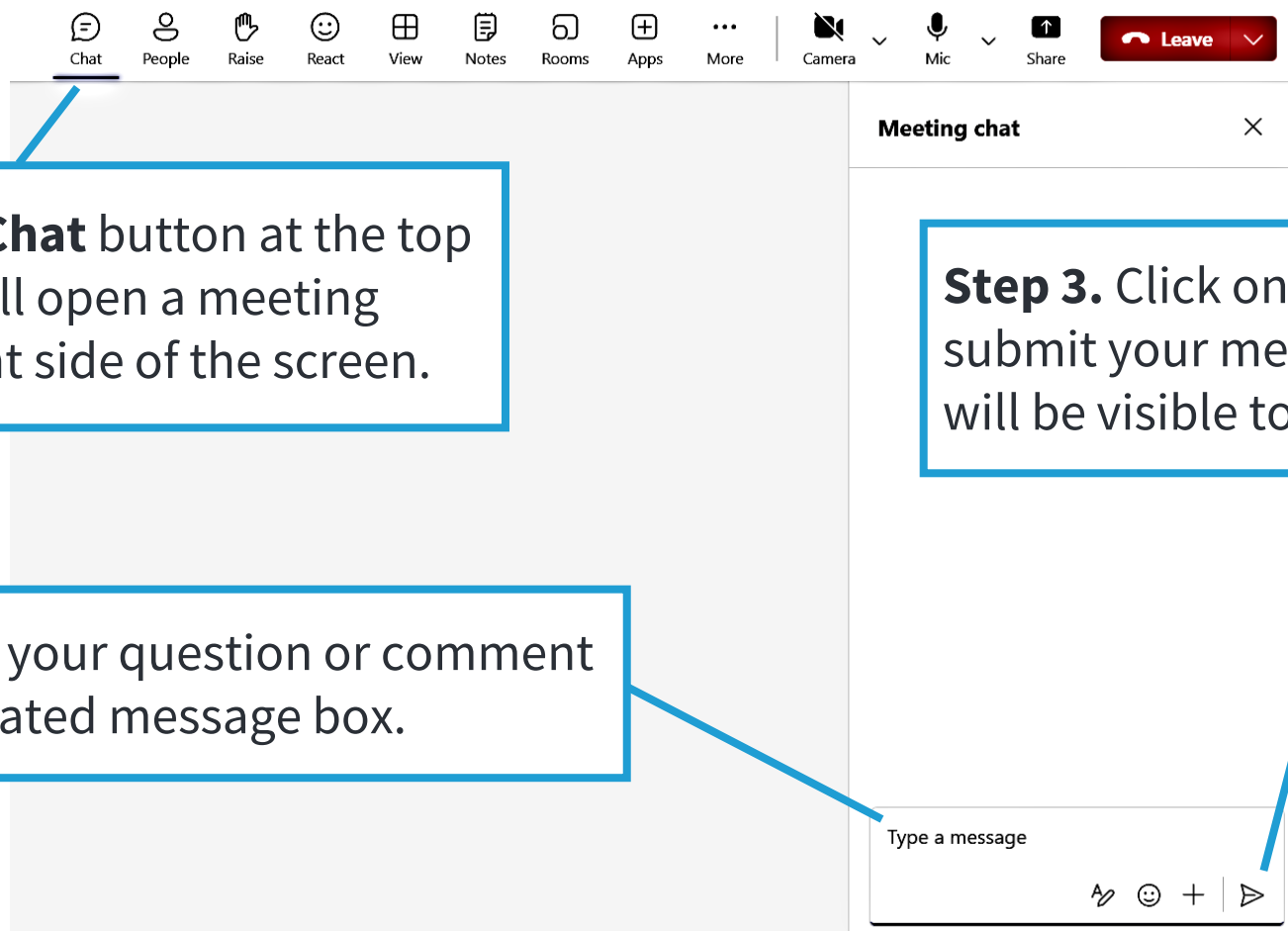


Turn on live captions
Turn on Speaker Coach

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

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

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.



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.

Phases 1-4 Claims Matching Success Rates

Success rate: Claims that match with a visit in the EVV system.

Phase	Effective Date for Claims Processing Change	Pre- Go Live Cumulative Success Rate	Post-Go Live Cumulative Success Rate
Phase 1	March 1, 2025	46.9%	88.3%
Phase 2	June 1, 2025	55.8%	87.4%
Phase 3	June 1, 2025	51.1%	86.0%
Phase 4	August 1, 2025	60.7%	85.0%

Ohio Department of Developmental Disabilities Unit Calculations

We've received several questions about how unit calculating works for DODD services. The following slides provide additional guidance and examples to assist you with billing.

Ohio Department of Developmental Disabilities

Unit Calculation Guidance

DODD waiver providers submit claims based on the specific date each service is delivered. Similarly, EVV units are captured according to the service date.

How to Calculate:

Total the time for the calendar day, **then** calculate the units based on that total.



Example:

- If the total minutes for the day across all visits return 8 units (not the total of units on each visit but the total of minutes in the day) and you round up to 4 units for one billing code and 5 for another billing code, this would be 9 units. There are not enough minutes provided in the day to cover 9 units.
- The provider must decide how to split the 8 allowed units between the codes so the total doesn't go over what EVV recorded.



For more details, review [How to Align DODD Claims with EVV Units](#).

**DODD Claims
Per Service Date**
(calculated by the provider)

**EVV Data
Per Service Date**
(calculated by the system)

 / 




Total minutes recorded / 15
NOTE: If there are 8 or more minutes left, add 1 unit.

 x 

Total units billed x total staff

Department of Developmental Disabilities Unit Calculation Examples

EXAMPLES

 <p>2 staff for 1 person for 6 hours</p>	<p>DODD Billing: 2 staff = 24 units billed (using codes AMW or FMW)</p> <p>EVV Calculation: 24 units x 2 staff = 48 total units needed from EVV</p>
 <p>2 staff for 1 person for 6 hours</p>	<p>EVV Recording: Both staff record start and end times in EVV (under HPC service)</p> <p>Calculation: 720 minutes / 15 = 48 total units</p>
 <p>2 staff for 1 person for 4 hours</p> <p>& 2 staff for 1 person for 12 hours</p>	<p>DODD Billing: (16 units x 2 staff) + (48 units x 2 staff) = 128 total units needed from EVV</p> <p>EVV Calculation: 1920 minutes / 15 = 128 total units</p> <p>NOTE: EVV will assign units to the date of service. Providers do not need to clock out at midnight for overnight shifts.</p>



What challenges are you experiencing with unit calculations?

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

Alternate Electronic Visit Verification for Independent Providers



Ohio Administrative Code Update

Previously, [OAC 5160-32-03 \(Alternate Electronic Visit Verification Vendor\)](#) only included language around agency providers. ODM has since updated this rule to allow **both agency providers and independent providers to use an ODM-approved alternate EVV system.**

OAC 5160-32-03

Alternate Electronic Visit Verification Vendor

- An alternate EVV vendor can be used for collecting EVV data, but the state will not cover any costs for its development, approval, testing, or use.
- Providers must notify ODM or its contracted entity if they are seeking approval for an alternate EVV vendor and must complete the required training for the alternate system aggregator.
- Providers are responsible for making sure the visit data in the aggregator system is accurate and reflects the actual visit, and that billing is supported by this visit data.
- Detailed requirements for becoming an alternate EVV vendor are available on the [ODM website](#). If these requirements are not met, certification may be withdrawn.
- Financial management service (FMS) vendors contracted with ODM, AGE, and DODD must obtain and maintain alternate EVV vendor certifications.
- ODM can request re-approval of an alternate EVV system at any time.

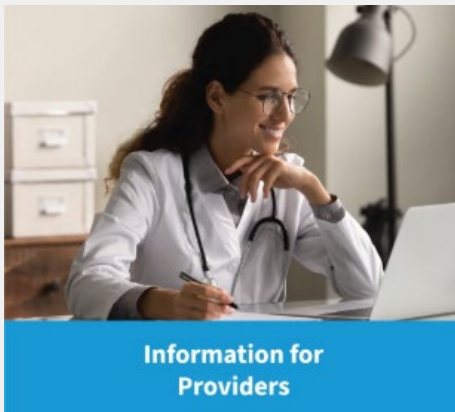
Alternate Electronic Visit Verification Vendors

Providers can choose the data collection method that best meets their needs whether it's the Sandata EVV solution, available at no cost, or an ODM-certified alternate EVV solution that collects the required EVV data elements and submits the data to ODM.

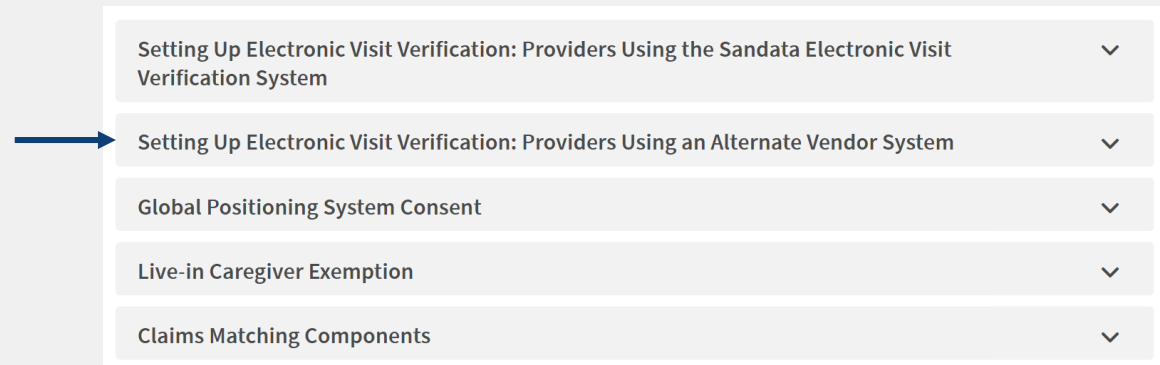
ODM-Approved Alternate EVV Vendors

To view a full list of ODM-certified alternate EVV vendors, visit medicaid.ohio.gov/evv.

- 1 Scroll down and click on the “Information for Providers” tile.



- 2 Expand the “Setting Up Electronic Visit Verification: Providers Using an Alternate Vendor System” drop down to view the list.

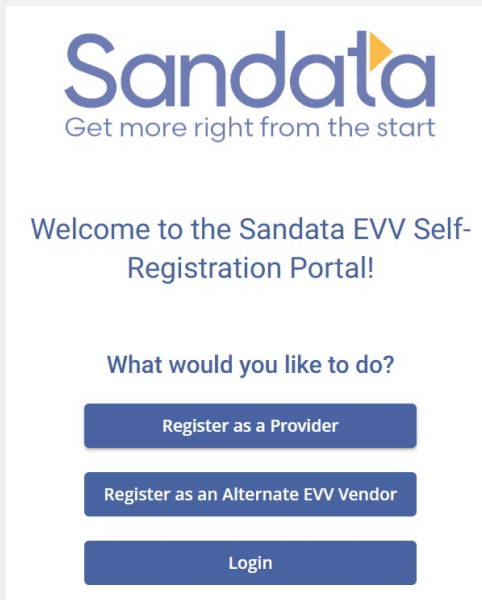


Request Process for Existing Independent Providers (1 of 3)

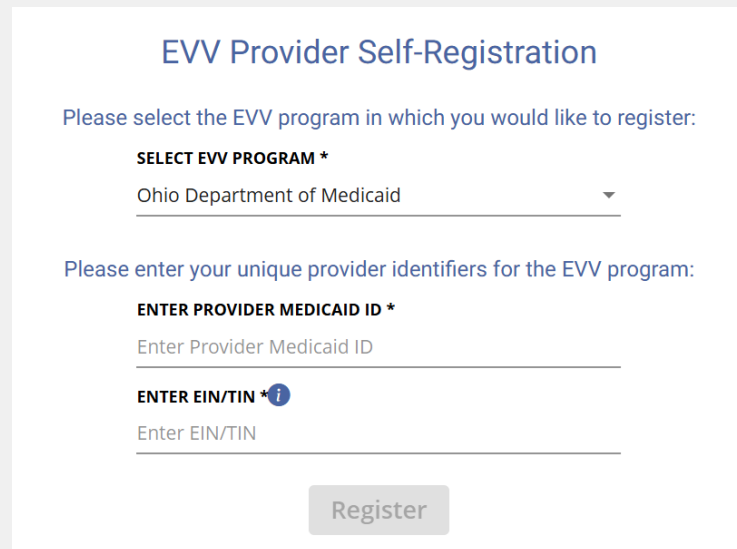
If you are already registered as an ODM Independent Provider and would like to switch to an alternate EVV vendor, follow the steps below in the Sandata EVV Self-Registration Portal to select an alt EVV vendor.

1 Navigate to the Sandata EVV Self-Registration Portal (<https://evv-registration.sandata.com/>).

2 Select **Register as a Provider**.



3 Select **Ohio Department of Medicaid** as the EVV Program. Enter your Provider Medicaid ID and EIN/TIN. Click **Register**.

The screenshot shows the "EVV Provider Self-Registration" form. It has a title "EVV Provider Self-Registration" and a sub-header "Please select the EVV program in which you would like to register:". Below this is a dropdown menu labeled "SELECT EVV PROGRAM *" with "Ohio Department of Medicaid" selected. The next section is "Please enter your unique provider identifiers for the EVV program:". It contains two input fields: "ENTER PROVIDER MEDICAID ID *" with the placeholder "Enter Provider Medicaid ID" and "ENTER EIN/TIN *" with the placeholder "Enter EIN/TIN". A "Register" button is located at the bottom right of the form.

Request Process for Existing Independent Providers (2 of 3)

If the system finds you as a registered Sandata EVV Independent Provider, a Confirm Switch message will display.

- 4** If you are certain you want to switch, select **Switch to Alt EVV**.

Confirm Switch

It looks like your provider account is already registered with a Sandata EVV account. If you would like to register to use an Alternate EVV vendor, please click the "Switch to Alt EVV" button below.

If you believe you have received this message in error or need help accessing your Sandata EVV account, please contact [Sandata Support](#).

Switch to Alt EVV

- 5** On the next screen, you will see the registration form prefilled with your information in read-only mode.
- Check that your email address is correct and select **Verify Email**. This will send a code to your email address on file.
 - Enter the security code in the field and select **Verify Code**.

Provider User Contact Information

PROVIDER USER FIRST NAME PROVIDER USER LAST NAME

Test HFWKKW

PROVIDER USER EMAIL CONFIRM PROVIDER USER EMAIL

rijadtestrb@mailinator.com rijadtestrb@mailinator.com

Verify Email

SECURITY CODE SENT TO EMAIL *

Enter security code sent to email address

Verify Code

Request Process for Existing Independent Providers (3 of 3)

- 6 In the Additional Information section, designate your Vendor choice and select **Submit**.

AS A PROVIDER, WILL YOU BE USING THE SANDATA EVV SYSTEM TO COLLECT EVV VISIT DATA?

Yes No Help me decide

WHAT VENDOR WILL YOU BE USING TO ELECTRONICALLY COLLECT VISIT DATA?

SELECT A VENDOR

My vendor is not on the list

VENDOR CONTACT NAME *

VENDOR CONTACT PHONE NUMBER *

####

VENDOR CONTACT EMAIL *

JDoe@example.com



TRAINING

Click [here](#) for self-guided training materials on the Sandata Aggregator.

The Sandata Aggregator helps confirm that your visits are recorded from your chosen alt EVV system.

- 7 You will receive a message stating that your account has been successfully switched from Sandata EVV to Alt EVV.

Provider and Recipient Medicaid ID Guidance

Medicaid ID Guidance: Scenario #1

Problem



An independent provider has both a 96 and a 25 provider type, giving them two different Medicaid IDs. Later, these were combined into one active Medicaid ID. However, their Sandata EVV account was set up with the old, inactive Medicaid ID instead of the new, active one.

Guidance



For DODD providers, it's important to make sure that the active Medicaid ID is reflected in Sandata. Providers should verify that their current, active Medicaid ID is correctly listed in Sandata to avoid visibility issues. AGE providers should make sure that the provider Medicaid ID is associated with the PASSPORT contract.

Medicaid ID Guidance: Scenario #2

Problem



Before July 1, 2024, all independent providers operated under a single account number (Account 10086), which was used as the default when providers were asked for their account number. Effective July 1, 2024, each provider was assigned a new, individual account number.

Guidance



Providers should double check that they are using the correct, active account number. Old account numbers, such as 10086 were turned off as of July 1, 2024, and should not be used anymore. Please select the right EVV account and update your default settings so they show the new account number.

Medicaid ID Guidance: Scenario #3

Problem



The connection between the provider and recipient was set up prior to July 1, 2024, which was before the recipient's Medicaid ID was verified in the Sandata system. Because the connection included an incorrect Medicaid ID, the payer is unable to identify the recipient as connected to the provider.

Guidance



To resolve this issue, the provider should:

- End-date the record for the recipient with the incorrect Medicaid ID.
- Create a new record for the recipient in Sandata with the correct Medicaid ID.
- Update any affected visits to make sure they are processed correctly.
- If the recipient is in EWV without a Medicaid ID, add the Medicaid ID to their record in the Payer Details section.

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:

- **Tuesday, December 16 from 2:30 – 4 p.m.**
- Monday, January 26 from 2:30 – 4 p.m.
- Monday, February 23 from 2:30 – 4 p.m.

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.

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.

THANK YOU

medicaid.ohio.gov