

Electronic Visit Verification Stakeholder Workgroup

December 16, 2025



Today's Agenda

- 1** | Welcome and Housekeeping
- 2** | Matching Your PASSPORT Administrative Agency (PAA) Location ID with Your Provider Medicaid ID for Billing
- 3** | Electronic Visit Verification (EVV) for Individuals Who Are Only on the State-Funded Component of the PASSPORT Program
- 4** | Announcements and Resources

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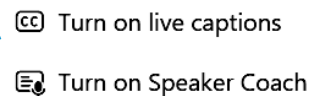
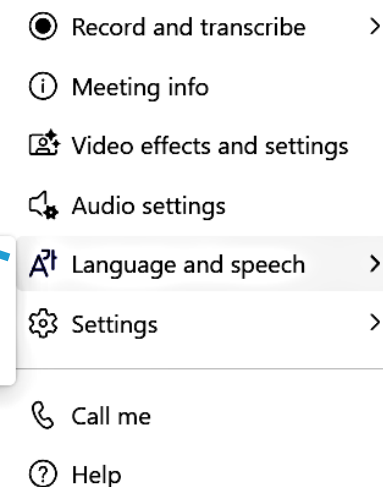
Accessibility (1 of 3)

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.



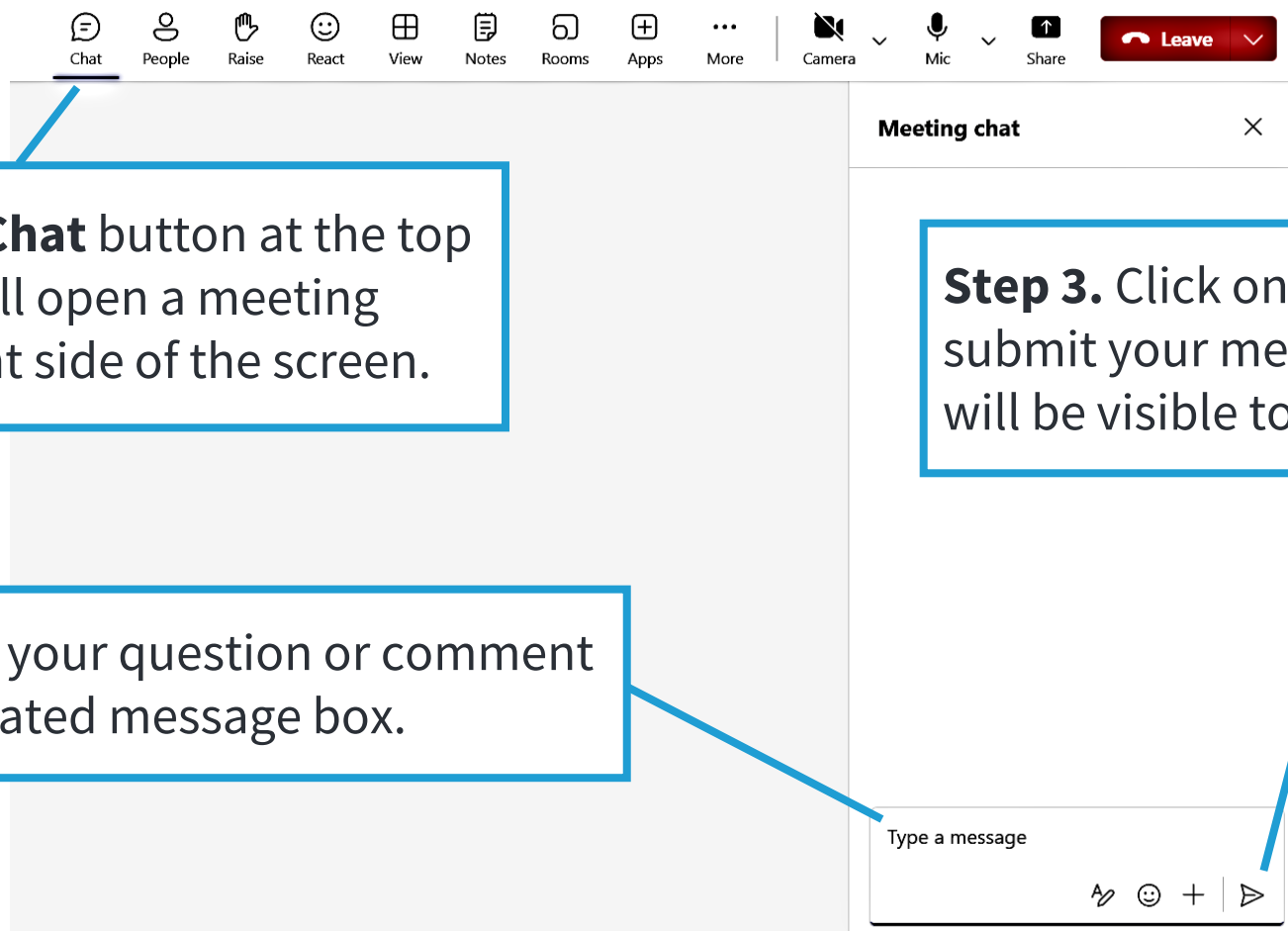
Step 2. Hover your mouse over the **Language and speech** button in the dropdown.



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.

Matching Your PASSPORT Administrative Agency (PAA) Location ID with Your Provider Medicaid ID for Billing

PASSPORT Administrative Agency Location ID: What Is It?



Providers are assigned a **unique location ID** in the AGE system for each PASSPORT Administrative Agency (PAA) where they have a provider agreement.



Each **location ID** is **associated** with the provider's **Medicaid ID**.



The **provider Medicaid ID** used for EVV **must match** the **provider Medicaid ID associated with the location ID** the provider is billing with.



On the following slide, we discuss tips for how to confirm that your location ID and your provider Medicaid ID match so that your claim can be successfully processed and paid.

Location ID and Medicaid ID: Tips for Aligning



Provider Location ID and Medicaid ID Alignment

OVERVIEW

Providers are assigned a unique location ID in the AGE system for each PASSPORT Administrative Agency (PAA) they are certified to provide service in. This location ID is used as the unique identifier when the provider submits their service invoice.

Each location ID is associated with the provider's Medicaid ID.

The provider Medicaid ID used for EVV must match the provider Medicaid ID associated with the location ID the provider is billing with.

TIPS TO BE SUCCESSFUL FOR THE MEDICAID ID MATCH



Ensure the provider Medicaid ID you are using for EVV visits matches the provider Medicaid ID associated with the location ID you are billing with.

To find and/or confirm your provider Medicaid ID:

Refer to the applicable PAA's provider agreement for the Medicaid ID.

Refer to the applicable PAA's Direct Data Entry (DDE) account for the location ID.

At any time, contact the PAA to verify or obtain the Medicaid ID associated with the location ID.





What challenges are you experiencing using your Provider Medicaid ID?

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


EVV Process for Individuals Who Are Only on the State-Funded PASSPORT Program

Some people only use the state-funded PASSPORT program. On the following slides, we outline the EVV process for these cases.



Please note: This only applies when someone has been found program eligible for PASSPORT but has their Medicaid eligibility pending.

Electronic Visit Verification for State-Funded PASSPORT Only: Step 1

 Provider Step

Step 1


Create New Recipient in Sandata EVV



The provider creates a new recipient in Sandata EVV. Enter the PASSPORT Information Management System (PIMS) Client ID in the **Client Payer ID** field.

For more information on creating a new recipient that is on state-funded PASSPORT only, refer to the following Sandata resource: [Creating a New Recipient](#).

Electronic Visit Verification for State-Funded PASSPORT Only: Step 2

 Provider Step


Step 2

Create an Authorization



The provider creates an authorization for the recipient.
For more information, refer to the following Sandata resource:
[Creating Recipient Authorizations.](#)

Electronic Visit Verification for State-Funded PASSPORT Only: Step 3

 Provider Step


Step 3

Record Visit



The provider records visits and completes any needed visit maintenance. Please note, the visit will remain in **incomplete** status because there is no recipient Medicaid ID associated with the visit.

Electronic Visit Verification for State-Funded PASSPORT Only: Step 4

 Provider Step

Step 4

Submit Claim



Provider submits claim for reimbursement.

Electronic Visit Verification for State-Funded PASSPORT Only: Step 5

 Department of
Aging AGE Step

Step 5

Validate Claim



AGE completes EVV claims validation using visits with a **missing Recipient Medicaid ID** exception and in **incomplete** status.

Note: AGE pays claims with matching visits, but no Recipient Medicaid ID. AGE will deny claims for services on or after 1/1/26 without matching EVV data.

Electronic Visit Verification for State-Funded PASSPORT Only: Step 6

 Department of
Aging AGE Step

Step 6

Add Medicaid ID to Recipient Record



When Medicaid eligibility is established, the provider is responsible to add the **Medicaid ID** to the **Recipient Record**. The Sandata system applies newly identified Recipient Medicaid ID to previously recorded visits and removes Missing Medicaid ID exception from visits.

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

Scroll down on the EVV website to see new AGE-specific resources on the right-hand side.

AGE Resources

- [AGE Billing Resources](#)
- [Direct Data Entry \(DDE\) Resource](#)
- [EVV Claims Validation Process for Passport Waiver](#)
- [Provider Location ID and Medicaid ID Alignment](#)

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

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