Electronic Visit Verification Stakeholder Workgroup

May 29, 2025

Ohio Department of Medicaid

Today's Agenda

1 | Welcome and Housekeeping

2 | State Agency Updates

3 | Alternate Electronic Visit Verification Vendors

4 | Announcements and Resources

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Accessibility (1 of 3)

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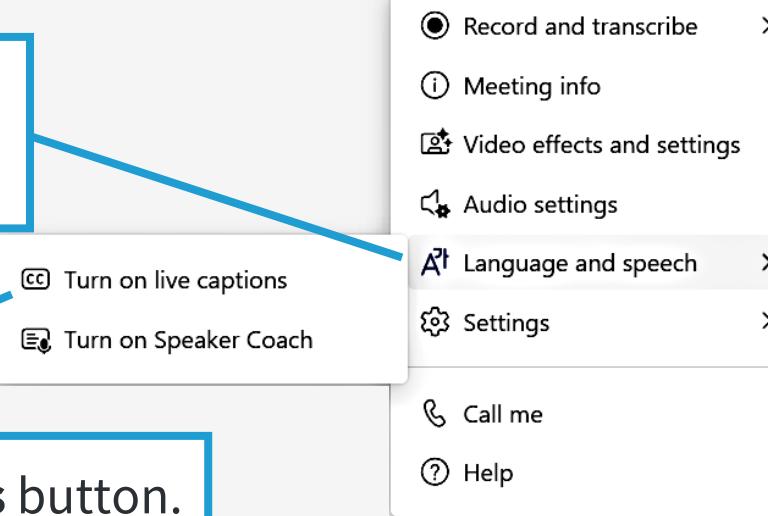
Step 3. Select the **Turn on live captions** button.

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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 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.

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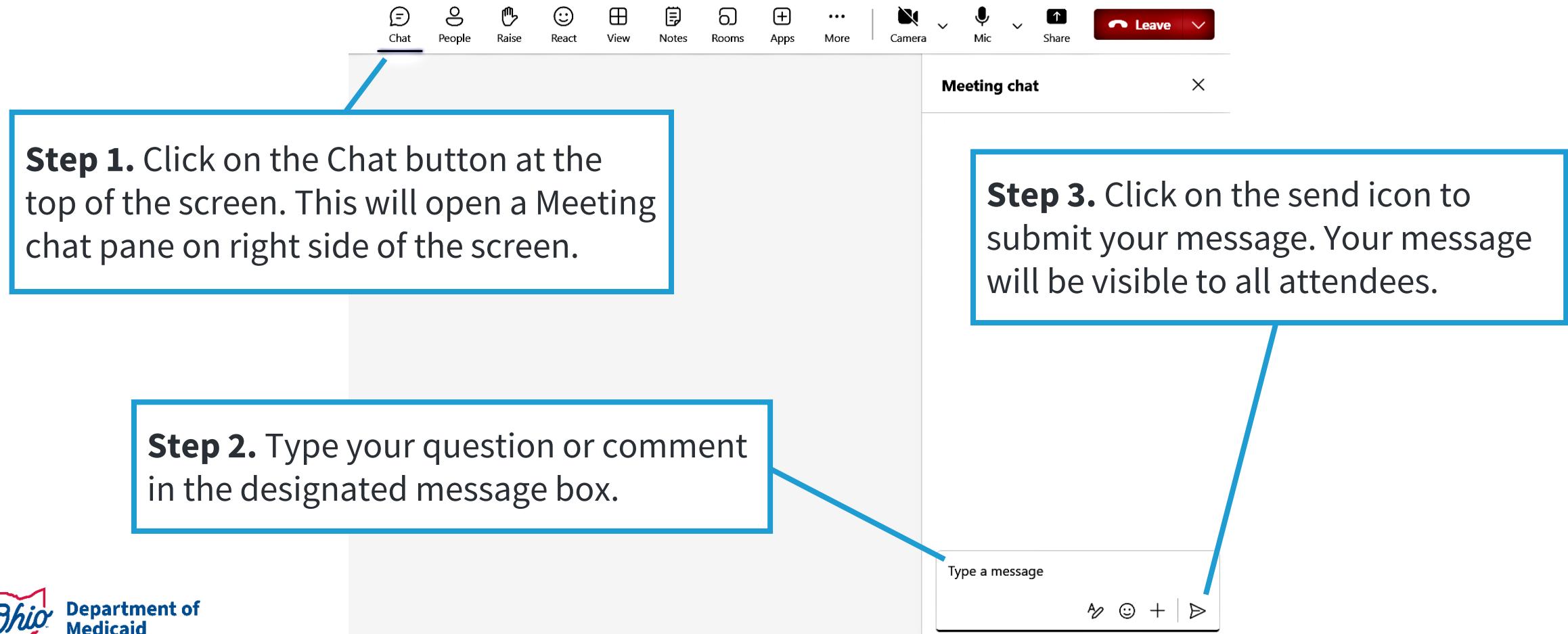
Accessibility (3 of 3)

If you would like to verbally comment or ask a question, please raise your hand by following the steps below.
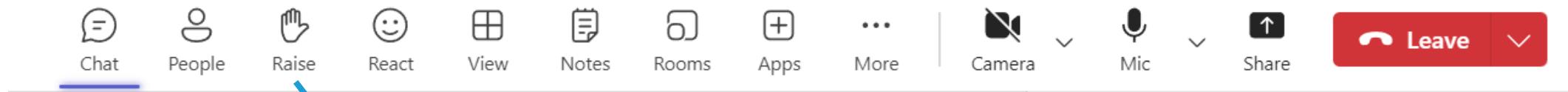
Step 1. Click on the Raise hand button at the top of the screen. This will notify the presenter that you have a comment or question.

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

State Agency Updates

- The Ohio Department of Developmental Disabilities (DODD), Ohio Department of Medicaid (ODM), and Sandata representatives met with the Provider Support Workgroup made up of county board staff who provide support to DODD providers at the local level to get feedback and to hear suggestions on ways to better support providers in the developmental disabilities space.

- DODD, ODM, and Sandata representatives presented at the Ohio Association of County Boards of Developmental Disabilities (OACBDD) spring conference on the October 1 roll-out for DD providers.

- DODD is reviewing the current [Waiver Services Code Reference Guide](#) to add a column to indicate services which require the use of EVV.

- DODD and the Ohio Department of Aging (ODA) are collaborating with Sandata and ODM on the development of training to prepare their local agencies for the claim validation implementation.

- ODM, DODD, and ODA are developing call center transfer processes to ensure providers get to the right people to address their questions during claims validation implementation.

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Electronic Visit Verification Alternate Vendors

Alternate Electronic Visit Verification Vendors: Challenges

In the April 28 workgroup, the items below were identified as issues, barriers, or challenges with using an alternate EVV vendor.

- ✓ Lack of responsiveness.

- ✓ Limited interaction between the alternate EVV system and Sandata system.

- ✓ Using different alternate EVV systems based on the payer.

    Potential payers include ODM, ODA, DODD, or Managed Care Entities (MCEs).

What other problems or obstacles are you facing with alternate EVV vendors?

What solutions do you believe could solve these issues and improve the EVV process for you?

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

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Alternate Electronic Visit Verification Vendors: Data (1 of 2)

The data below represents the months of October 2024 through May 2025.

63

There are **63** alternate EVV vendors that are currently approved by ODM.

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* ODM does not endorse any of the certified alternate EVV vendors.

780

There are **780** alternate EVV accounts with visit data in the Sandata Aggregator system.

762

762 of those alternate EVV accounts are currently billing for EVV services.

* The data above may not include providers who recently requested an alternate EVV account but have not yet logged any visits.

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Alternate Electronic Visit Verification Vendors: Data (2 of 2)

The data below represents the number of claims that received errors for the months of October 2024 through May 2025.

Alternate EVV Claims Matching Errors

Recipient ID does not match	Procedure Code does not match	Units does not match
542,755	**658,474**	**24,868**
claims received this error	claims received this error	claims received this error

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Electronic Visit Verification Discussion

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, June 23 from 2:30 – 4 p.m.**

- Monday, July 28 from 2:30 – 4 p.m.

- Monday, August 25 from 2:30 – 4 p.m.

Do you know someone who may be interested in joining EVV Stakeholder Workgroup meetings to listen in?

They can visit Electronic Visit Verification for meeting information.

Resources and Additional Information

Slides from today's meeting will be posted on ODM's website.
Please refer to the EVV webpage for additional information about the EVV program.

Helpful Resources and Trainings

- Alternate EVV Information

    - OAC Rule 5160-32-03: Alternate EVV Vendor

- 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.

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THANK YOU

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