Electronic Visit Verification Stakeholder Workgroup

June 23, 2025

Ohio Department of Medicaid

Today's Agenda

1 | Welcome and Housekeeping

2 | Website Updates and Discussion

3 | Announcements and Resources

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.
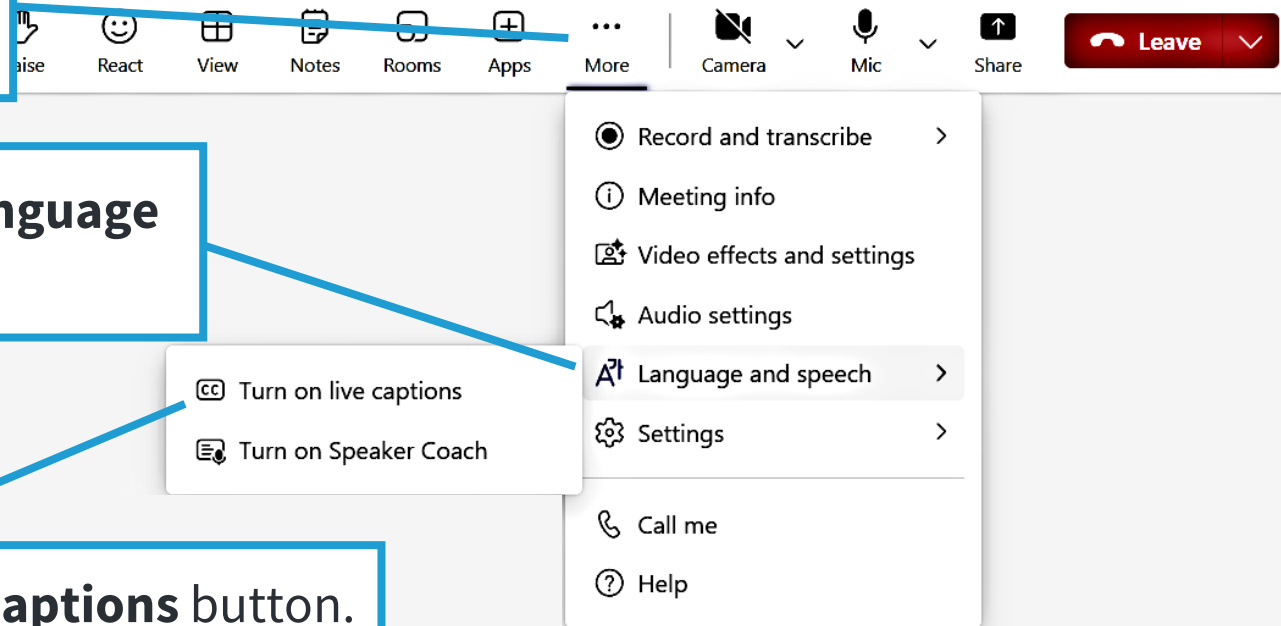
Ohio Department of Medicaid

Accessibility (1 of 3)

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

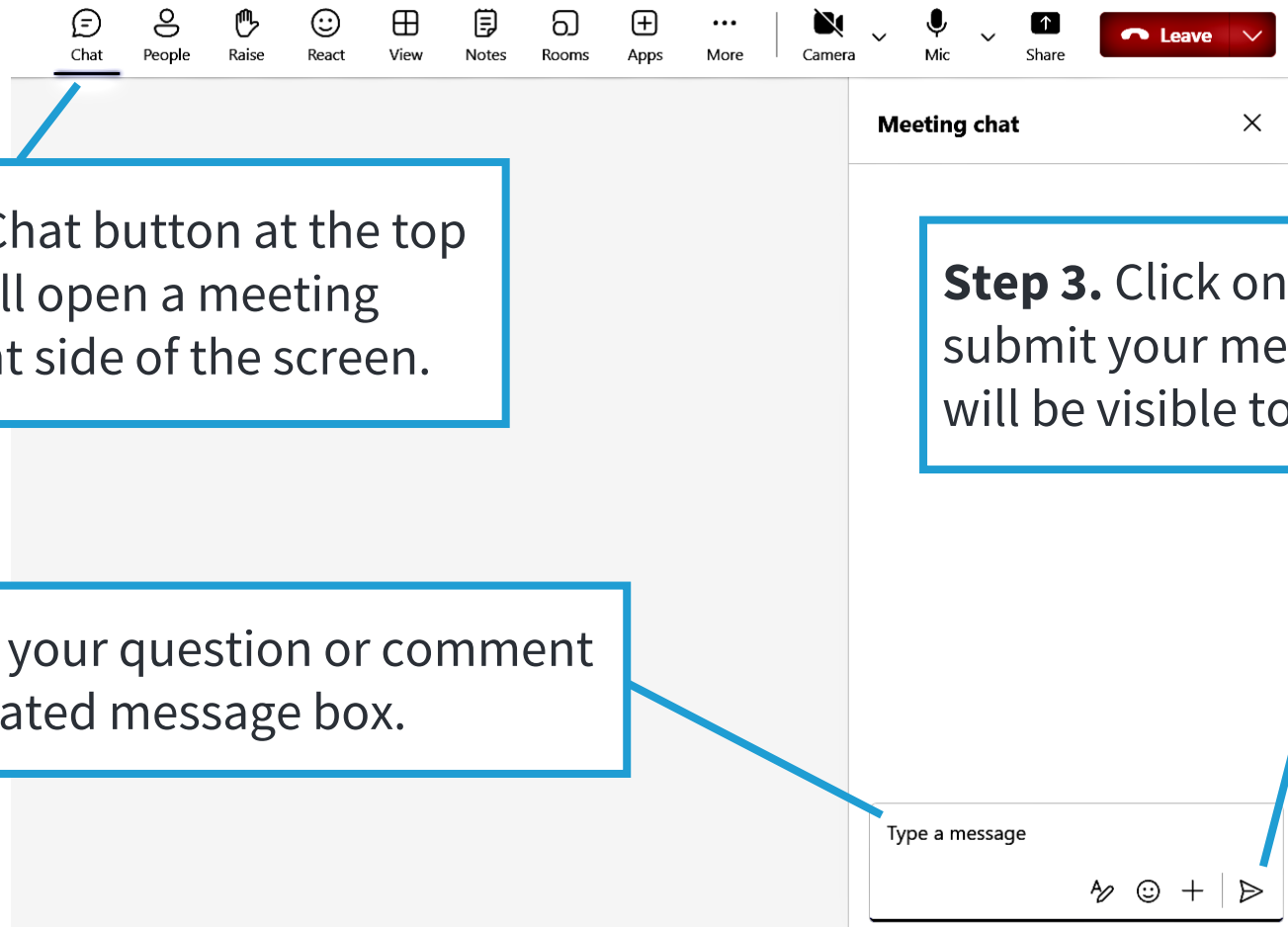**Step 1.** Click on the **More** button at the top of the screen.

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

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

Department of Medicaid

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.

Department of Medicaid

5

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.

Ohio **Department of Medicaid**

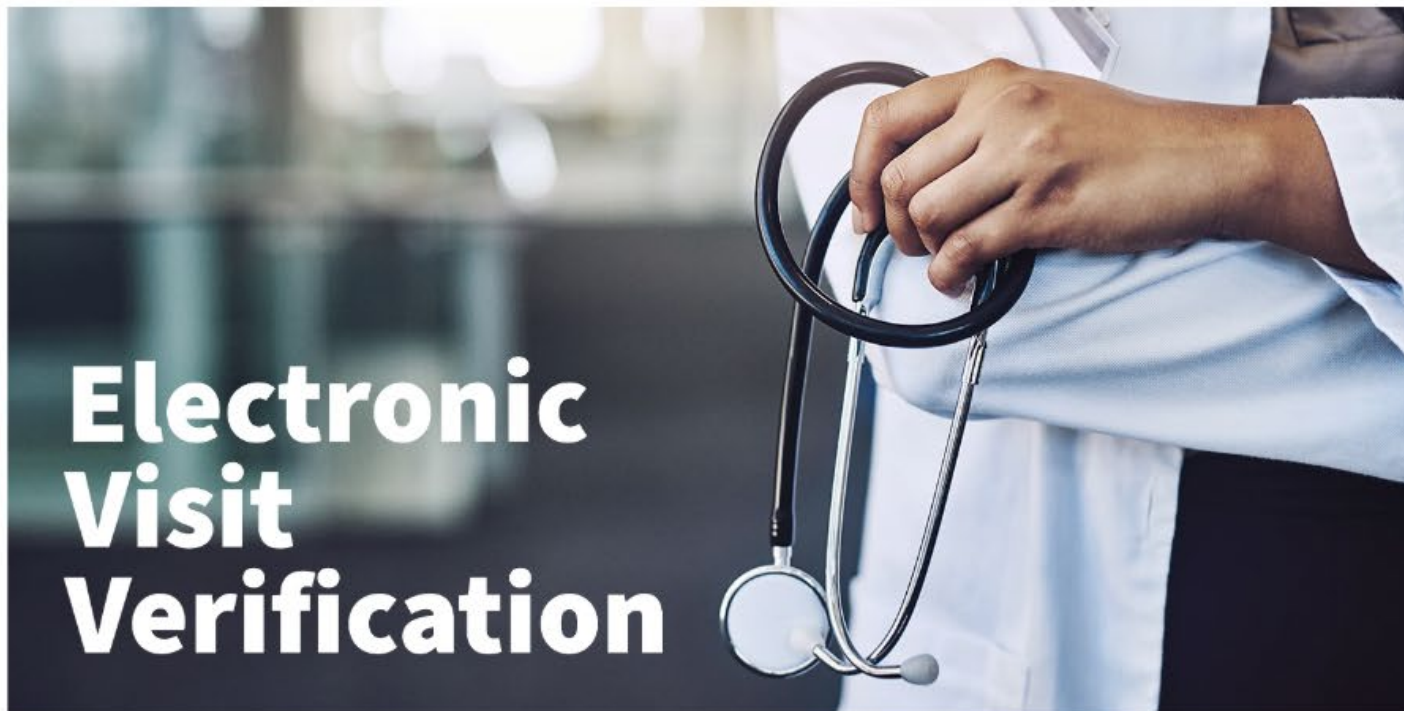# Electronic Visit Verification Website Updates and Discussion

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.

Ohio Department of Medicaid

Electronic Visit Verification – Website Updates (1 of 5)

The red banner across the top of the webpage shows the date of the next EVV Stakeholder Workgroup, including a link to register.

Electronic Visit Verification – Website Updates (2 of 5)

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

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.

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

- Electronic Visit Verification Fact Sheet
- Electronic Visit Verification Frequently Asked Questions (FAQs)
- Ohio Medicaid Electronic Visit Verification Program and Service Code Guide
- Electronic Visit Verification Procedure Code Guide
- EVV Live-in Caregiver Online Exemption Request Process
- Live-In Caregiver Exemption Request Form

In addition to the Resource Guide, other important resources are listed below:

- **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.

- **EVV Program and Service Code Guide**
  Lists which Medicaid programs and services in Ohio require EVV.

- **EVV Procedure Code Guide**
  Lists the procedure code associated with each service that requires EVV.

- **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 Department of Medicaid

Electronic Visit Verification – Website Updates (3 of 5)

Below the red banner and in the "Claims Validation Readiness Resources" box, you can find information and resources to help prepare you for the new EVV claims processing changes.

ODM to Roll Out EVV Claims Processing Changes in Seven Phases

The Ohio Department of Medicaid began the roll out of EVV claims validation requirements for home health services that are billed to Ohio Medicaid on March 1 to ensure claims requiring electronic visit verification have a matching EVV visit record upon submission.

Claims that do not match will be denied.

EVV claims validation requirements will be phased in for other provider types beginning on June 1. Full implementation is expected to be completed by the end of the first quarter of 2026. Services and execution dates are listed in the chart below.

Ohio Department of Medicaid — EVV Claims Adjudication Phases

PHASE 1 March 1, 2025	PHASE 2 June 1, 2025	PHASE 3 June 1, 2025	PHASE 4 August 1, 2025	PHASE 5 October 1, 2025	PHASE 6 January 1, 2026	PHASE 7 March 1, 2026
Billed to ODM FFS		Billed to Next Gen MCEs		Billed to DODD	Billed to ODM or ODA	Billed to MyCare

Claims Validation Readiness Resources

- Claims Validation Go-Live Training for Phase 4 Providers
- Dedicated daily office hours
- Sandata online user guides
- How to Navigate the EVV Provider Dashboard
- Electronic Visit Verification Provider Look-Up Dashboard
- EVV Claims Validation Process Flowchart
- Claims Workflow for DODD
- Take Note: Electronic Visit Verification Claim Remittance Advice Messages

Provider News

- May 29 – EVV Stakeholder Workgroup
- April 28 – EVV Stakeholder Workgroup
- March 20 - EVV Stakeholder Workgroup Kickoff

The following resources are listed in the "Claims Validation Readiness Resources" box.

Claims Validation Readiness Resources

- Claims Validation Go-Live Training for Phase 4 Providers
- Dedicated daily office hours
- Sandata online user guides
- How to Navigate the EVV Provider Dashboard
- Electronic Visit Verification Provider Look-Up Dashboard
- EVV Claims Validation Process Flowchart
- Claims Workflow for DODD
- Take Note: Electronic Visit Verification Claim Remittance Advice Messages

Provider News

- May 29 – EVV Stakeholder Workgroup
- April 28 – EVV Stakeholder Workgroup
- March 20 - EVV Stakeholder Workgroup Kickoff

- **Claims Validation Go-Live Trainings for Phase 4 Providers**
  Provides details about upcoming trainings for Phase 4 providers.
- **Dedicated Daily Office Hours**
  Register for daily office hours with a Sandata trainer for EVV support.
- **Sandata Online User Guides**
  Offers step-by-step instructions and helpful tips for using Ohio's EVV system.
- **How to Navigate the EVV Provider Dashboard**
  Explains how to use the EVV Provider Look-up Dashboard.
- **EVV Provider Look-Up Dashboard**
  Allows providers to track and review information about paid claims, errors, denials, and related dollar amounts.
- **EVV Claims Validation Process Flowchart**
  Shows steps in the updated EVV claims validation process for ODM providers.
- **Claims Workflow for DODD**
  Shows steps in the updated EVV claims validation process for DODD providers.

Department of Medicaid

Electronic Visit Verification – Website Updates (5 of 5)

Presentations from previous EVV Stakeholder Workgroup meetings can be found in the "Provider News" box.

ODM to Roll Out EVV Claims Processing Changes in Seven Phases

The Ohio Department of Medicaid began the roll out of EVV claims validation requirements for home health services that are billed to Ohio Medicaid on March 1 to ensure claims requiring electronic visit verification have a matching EVV visit record upon submission.

Claims that do not match will be denied.

EVV claims validation requirements will be phased in for other provider types beginning on June 1. Full implementation is expected to be completed by the end of the first quarter of 2026. Services and execution dates are listed in the chart below.

EVV Claims Adjudication Phases

PHASE 1 March 1, 2025	PHASE 2 June 1, 2025	PHASE 3 June 1, 2025	PHASE 4 August 1, 2025	PHASE 5 October 1, 2025	PHASE 6 January 1, 2026	PHASE 7 March 1, 2026
Billed to ODM FFS		Billed to Next Gen MCEs		Billed to DODD	Billed to ODM or ODA	Billed to MyCare

Claims Validation Readiness Resources

- Claims Validation Go-Live Training for Phase 4 Providers
- Dedicated daily office hours
- Sandata online user guides
- How to Navigate the EVV Provider Dashboard
- Electronic Visit Verification Provider Look-Up Dashboard
- EVV Claims Validation Process Flowchart
- Claims Workflow for DODD
- Take Note: Electronic Visit Verification Claim Remittance Advice Messages

Provider News

- May 29 – EVV Stakeholder Workgroup
- April 28 – EVV Stakeholder Workgroup
- March 20 - EVV Stakeholder Workgroup Kickoff

Department of Medicaid

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

ODM has received feedback that the Sandata EVV system is difficult to use.

Are there specific aspects of the Sandata EVV system you find challenging? If so, what suggestions do you have for improving its functionality?

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

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, July 28 from 2:30 – 4 p.m.**

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

- Monday, September 22 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 **Electronic Visit Verification** 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 the EVV webpage 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