

# Electronic Visit Verification Stakeholder Workgroup

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July 28, 2025



# Today's Agenda

- 1** | Welcome and Housekeeping
- 2** | Electronic Visit Verification (EVV) Claims Errors  
Overview and Discussion
- 3** | Announcements and Resources

# 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](mailto:ODM_EEO_EmployeeRelations@medicaid.ohio.gov). Requests should be made at least three business days prior to the scheduled event.

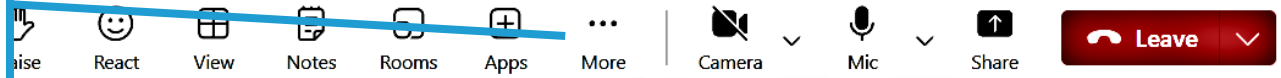
If you believe ODM has failed to provide these services or discriminated in another way, you can file a grievance with ODM's Civil Rights Coordinator and/or file a civil rights complaint with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights. Further information on these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

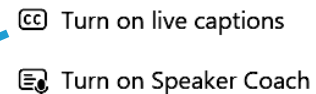
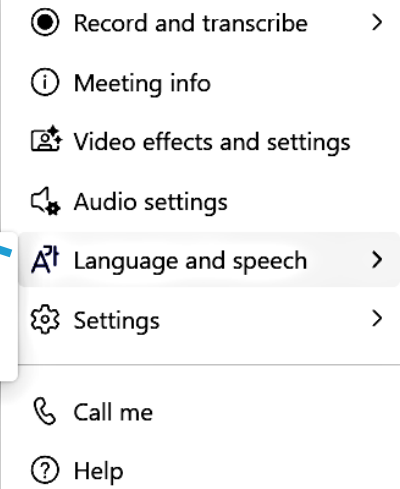
# Accessibility (1 of 3)

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.



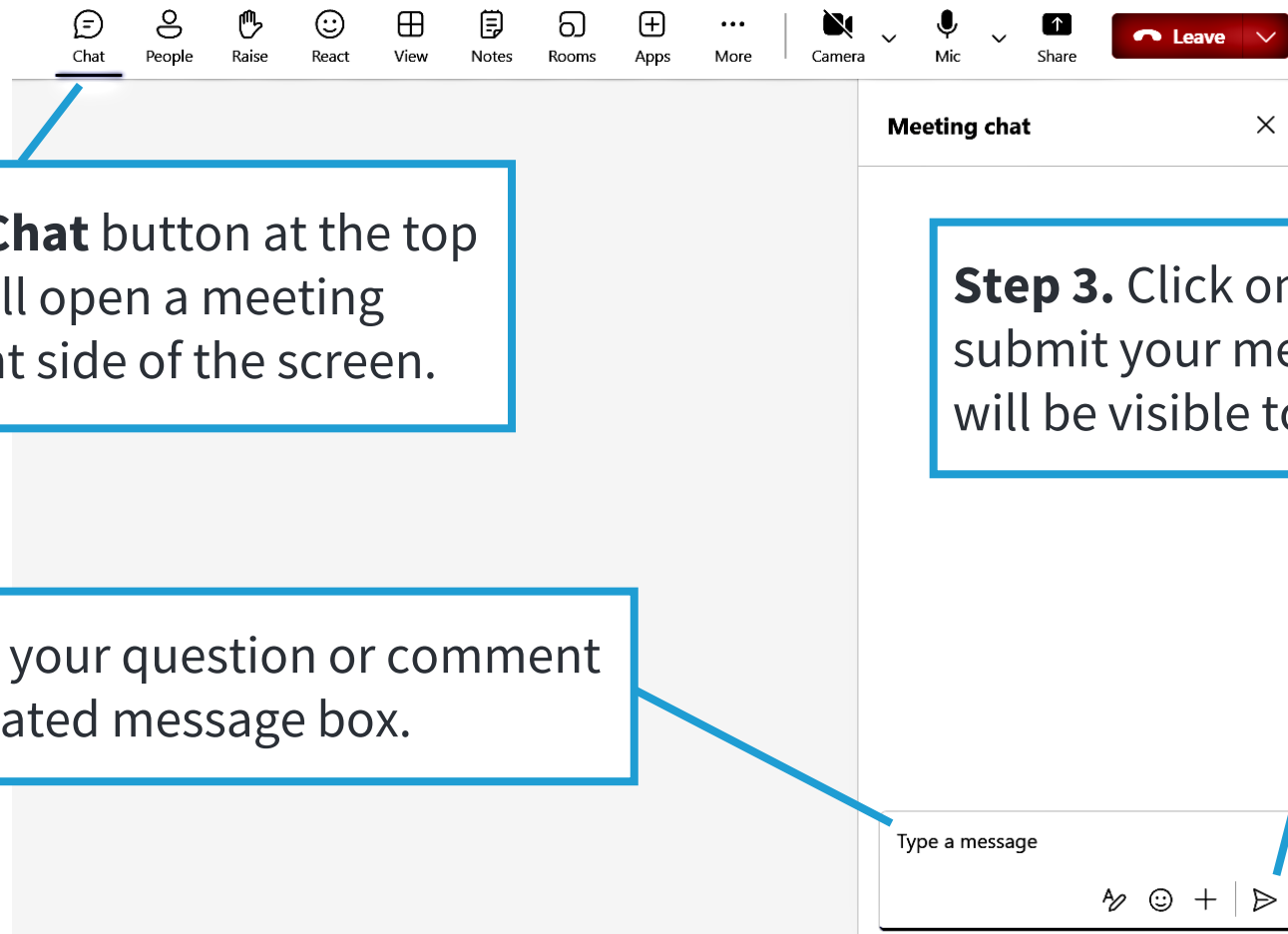
**Step 2.** Hover your mouse over the **Language and speech** button in the dropdown.



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

# 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.



# Electronic Visit Verification Claims Error Messages

# Provider ID Does Not Match

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.

ODM and Managed Care Organizations (MCOs)	MyCare Ohio Plans	Ohio Department of Developmental Disabilities (DODD)
<p><b>N521</b> Mismatch between the submitted provider information and the provider information stored in our system</p> <p><b>272</b> Coverage / program guidelines were not met</p>	<p><b>N363</b> Alert: In the near future, we are implementing new policies/procedures that would affect this determination</p>	<p><b>N/A</b> - The MBS system errors out any claims that do not have visits logged under the Provider Medicaid ID on file with DODD. These claims are not sent to Medicaid and are reported in the DODD provider weekly reports</p>

For detailed guidance on resolving this claims error, refer to the following Sandata resource (click the link to access):

[Provider ID Does Not Match](#)

# Recipient ID Does Not Match

The Recipient Medicaid ID is not in Sandata's system. This means that the recipient on the claim does not exist in the provider's Sandata EVV account because (1) they have not been added or (2) the Recipient Medicaid ID is incorrect.

ODM and MCOs	MyCare Ohio Plans	DODD
<p><b>N819</b> Patient not enrolled in EVV system</p> <p><b>272</b> Coverage / program guidelines were not met</p>	<p><b>N363</b> Alert: In the near future, we are implementing new policies/procedures that would affect this determination</p>	<p><b>N/A</b> - The MBS system errors out any claims that do not have visits logged under the Provider Medicaid ID on file with DODD. These claims are not sent to Medicaid and are reported in the DODD provider weekly reports</p>

For detailed guidance on resolving this claims error, refer to the following Sandata resources (click the link to access):

[Creating a New Recipient Record](#)

[Updating an Unknown Recipient](#)

# Procedure Code Does Not Match

There is no matching visit in the EVW account with both the Provider Medicaid ID and Recipient ID for this service. This could mean there is (1) no visit, (2) the visit is not in Verified status, or (3) the visit does not have the correct payer and/or service.

ODM and MCOs	MyCare Ohio Plans	DODD
<p><b>N56</b> Procedure code billed is not correct / valid for the services billed or the date of service billed</p> <p><b>272</b> Coverage / program guidelines were not met</p>	<p><b>N363</b> Alert: In the near future, we are implementing new policies/procedures that would affect this determination</p>	<p><b>Error 66:</b> No EVW timesheet data found</p>

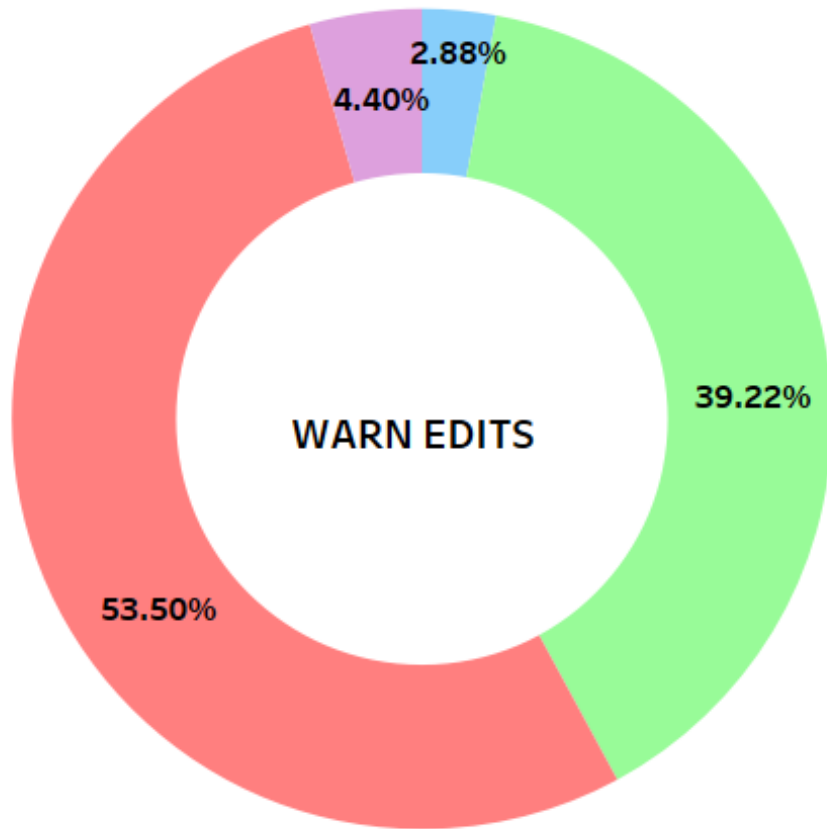
For detailed guidance on resolving this claims error, refer to the following Sandata resources (click the link to access):

[Adding a Manual Call to an Existing Visit](#)

[Creating a Visit](#)

[Correcting an Unauthorized Service Exception](#)

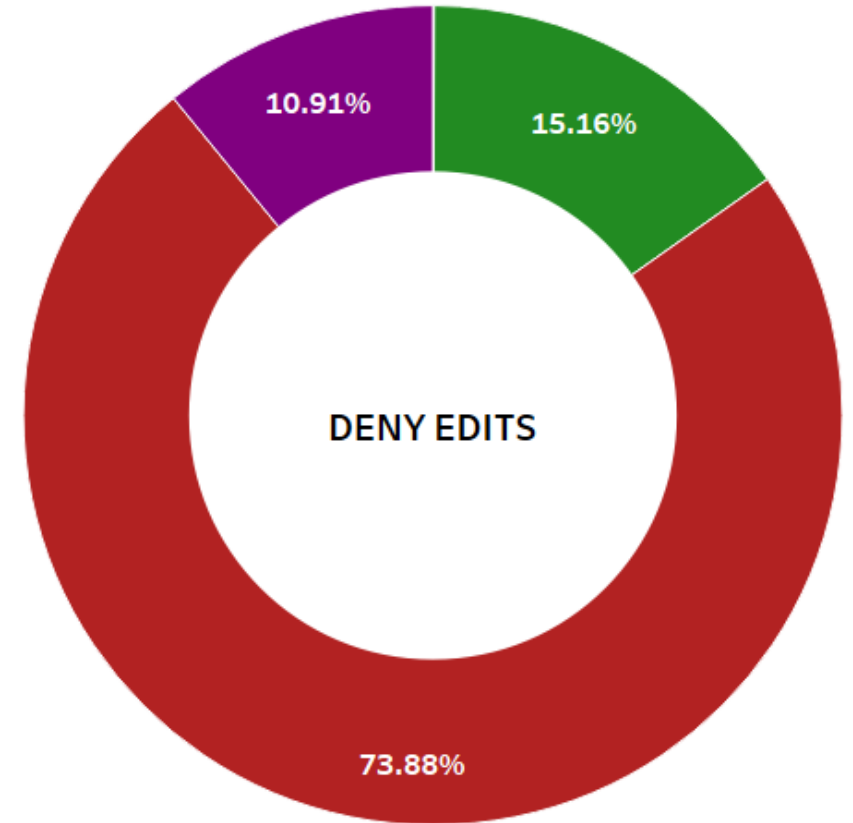
# Procedure Code Does Not Match Data



- 6291 – Provider ID Does Not Match
- 6292 – Recipient ID Does Not Match
- 6293 – Procedure Code Does Not Match
- 6294 – Unmatched Units

Prior to go-live, the most common WARN error we see is **6293 – Procedure Code Does Not Match** (53.5%)

Post go-live, DENY edit **6320 – Procedure Code Does Not Match** also makes up the bulk of denials (73.88%)



- 6300 – Provider ID Does Not Match
- 6301 – Recipient ID Does Not Match
- 6302 – Procedure Code Does Not Match
- 6303 – Unmatched Units

# Units Do Not Match

The units on the claim line do not meet the requirements of visit (“equal to or less than units on the visit”). This means the visit is in a Verified status and would match to a claim request, except there are not enough units on the visit.

ODM and MCOs	MyCare Ohio Plans	DODD
<p><b>N820</b> EVV system units do not meet requirements of visit</p> <p><b>272</b> Coverage / program guidelines were not met</p>	<p><b>N363</b> Alert: In the near future, we are implementing new policies/procedures that would affect this determination</p>	<p><b>Error 67:</b> EVV units are insufficient</p>

For detailed guidance on resolving this claims error, refer to the following Sandata resources (click the link to access):

[Adjusting Call Times and Dates](#)  
[Ohio Unit Conversion Table](#)



**Based on your experience, have you been able to successfully view warning reports and error messages on your claims/remittance advice?**

**If not, what challenges are you facing?**

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



**After reviewing the warning reports and error messages, are you able to resolve the issue by following guidance or using available resources?**

**If not, what challenges are you facing?**

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

# Claims Error Assistance

If you need assistance resolving claims errors, both ODM and Sandata provide a range of resources to support you.

1

Attend an upcoming “**Get Ready for Claims Matching**” training with Sandata. During this session, you will learn about the top four claim errors and how to fix them so you can get paid on time. Register below:

[Wednesday, August 20, 2025, 11:00 a.m. ET](#)

2

Attend a daily **office hours session** to receive 1-on-1 EVV support from a Sandata trainer. Register [here](#).

3

Navigate to the “Quick Links” box on the [EVV homepage](#) and review the resources listed for each error message.

## Quick Links

1. [Ohio Medicaid EVV Provider Onboarding Checklist](#)
2. Register for [Sandata office hours](#)
3. Provider ID does not match solution: [Provider ID matching article](#)
4. Recipient ID does not match solution: [Updating an Unknown Recipient](#)
5. Locate the account ID number needed for the live-in caregiver exemption request: [Account IDs in Sandata EVV](#)
6. Procedure code does not match solution: [Managing Exceptions](#)
7. Units do not match solution: [Adjusting Call Times and Dates](#)
8. Visit date does not match solution: [Adjusting Call Times and Dates](#)
9. How to fix an [Unauthorized Service Exception](#)
10. [Creating Recipient Authorizations](#)
11. [Direct Care Worker Employee Bulk Upload](#)

# 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, August 25 from 2:30 – 4 p.m.**
- Monday, September 22 from 2:30 – 4 p.m.
- Monday, October 27 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.

# 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](mailto:interagencypolicy@medicaid.ohio.gov).

# THANK YOU

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[medicaid.ohio.gov](https://medicaid.ohio.gov)