

Electronic Visit Verification Stakeholder Workgroup

September 22, 2025



Today's Agenda

- 1** | Welcome and Housekeeping
- 2** | Electronic Visit Verification (EVV) Visit Statuses
- 3** | EVV Claims Error Messages
- 4** | How to Find Your Sandata Account IDs
- 5** | 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. Requests should be made at least three business days prior to the scheduled event.

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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.

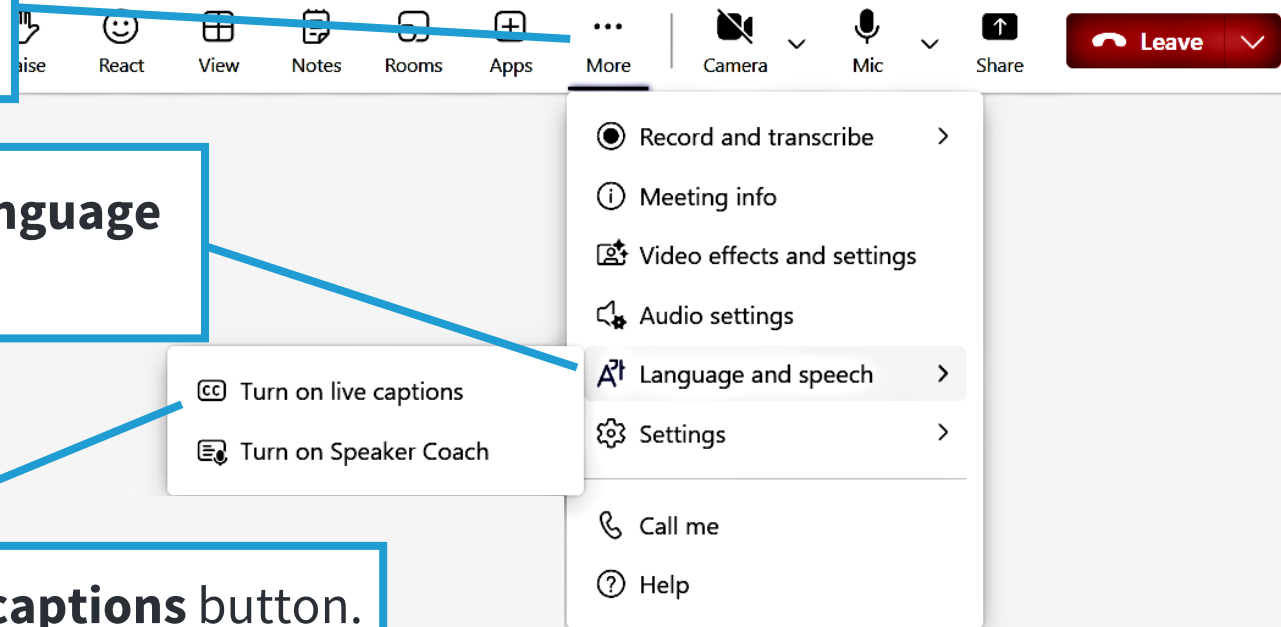
Accessibility (1 of 3)

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.

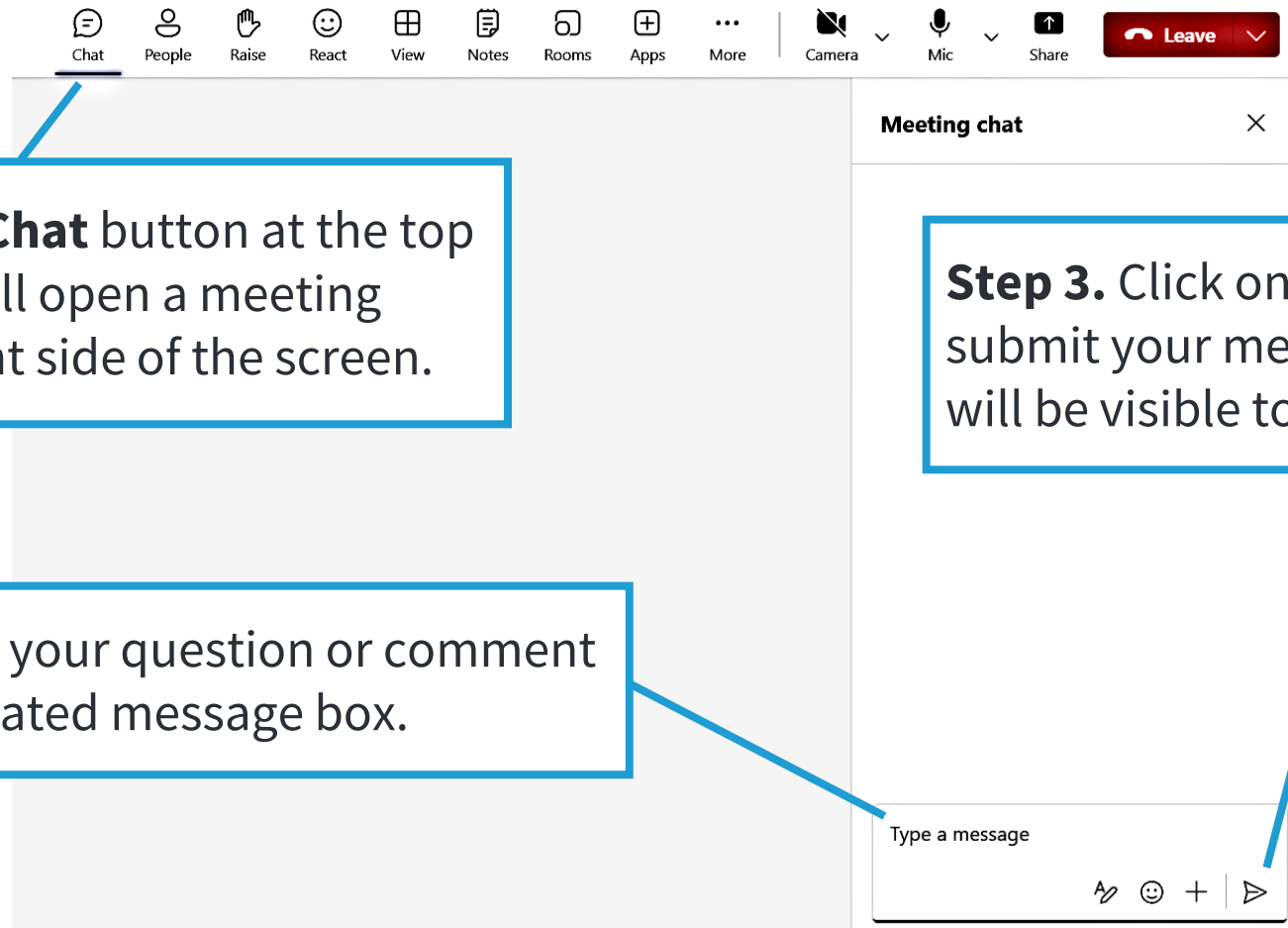
Step 2. Hover your mouse over the **Language and speech** button in the dropdown.

Step 3. 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.



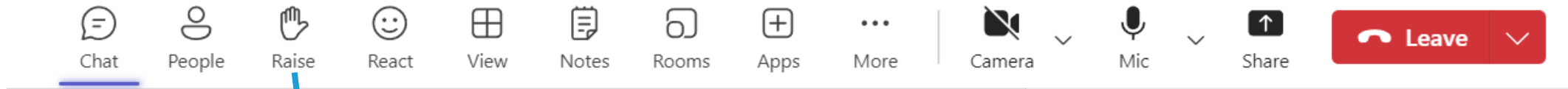
Step 1. Click on the **Chat** button at the top of the screen. This will open a meeting chat pane on the right side of the screen.

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.




Electronic Visit Verification Visit Statuses

Sandata Visit Maintenance Dashboard

To view the status of your visit, log into the Sandata EVV web portal using your OHID at the below web address.

<https://sandata.zendesk.com/hc/en-us/sections/8009092910867-Ohio-OH-ODM>



Navigate Modules

Dashboard

Recipients

DCW/Employees

Scheduling

Visit Maintenance

Reports

XREF

Security

Messaging

Visit Maintenance / Manage Visits

Select Agency















LOG OUT

CREATE VISITCREATE CALL

FILTERSSHOW DISPLAY OPTIONSEXPORT DATA

APPROVE ALLDISAPPROVE ALL

Show Legend

| RECIPIENT NAME | DCW/EMPLOYEE NAME | SERVICE | VISIT DATE | SCHEDULED TIME IN | SCHEDULED TIME OUT | SCHEDULED HOURS | CALL IN | CALL OUT | CALL HOURS | ADJUSTED IN | ADJUSTED OUT | ADJUSTED HOURS | VISIT STATUS | DO NOT BILL | UNITS | ACTIONS |
|---|-------------------|---|------------|-------------------|--------------------|-----------------|---|---|------------|-------------|--------------|----------------|--------------|--------------------------|-------|---|
|  | Judd, Kristen | HPC  | 01/31/2025 | | | | 11:04 AM | 11:16 AM | 00:12 | 11:04 AM | 11:16 AM | | Incomplete | <input type="checkbox"/> | 1 |  |
| Lauren, Ralph | PAX, ORION | HPC  | 01/31/2025 | 08:00 AM | 08:00 AM | 24:00 |  |  | | | | | Incomplete | <input type="checkbox"/> | 0 |  |
| Beef, Chimmi | Parrott, Tom | HPC | 01/30/2025 | | | | 10:00 PM |  | | 10:00 PM | | | Incomplete | <input type="checkbox"/> | 0 |  |
| Doe, Jane | Judd, Kristen | HPC | 01/30/2025 | | | | 08:00 PM | 11:17 AM | 15:17 | 08:00 PM | 11:17 AM | | Verified | <input type="checkbox"/> | 61 |  |
| Wayne, Thomas | Rizo, Christian | RN Assessment (T1001) | 01/28/2025 | | | | 08:00 AM | 10:00 AM | 02:00 | 08:00 AM | 10:00 AM | | Verified | <input type="checkbox"/> | 1 |  |
| Wayne, Thomas | Rizo, Christian | RN Assessment (T1001) | 01/21/2025 | | | | 11:59 AM | 03:12 PM | 03:13 | 11:59 AM | 03:12 PM | | Verified | <input type="checkbox"/> | 1 |  |
| Wayne, Clark | Rizo, Christian | SPHH Nsg - RN (G0299) | 01/20/2025 | | | | 08:00 AM | 09:00 AM | 01:00 | 08:00 AM | 09:00 AM | | Verified | <input type="checkbox"/> | 4 |  |
| Wayne, Bruce | Rizo, Christian | MyCare - PCA (T1019) | 01/20/2025 | | | | 08:00 AM | | | 08:00 AM | 10:00 AM | 02:00 | Incomplete | <input type="checkbox"/> | 8 |  |

Electronic Visit Verification Visit Statuses (1 of 3)

Scheduled

The visit is scheduled but has not yet occurred. This only occurs when the provider is using the optional Sandata EVV schedule.

In Process

The visit is happening right now! You arrived at the recipient's home or community and clocked in using the Sandata Mobile Connect app or by phone by calling a toll-free number provided to your agency.

Electronic Visit Verification Visit Statuses (2 of 3)

Incomplete

The visit ended, and you clocked out. The visit data is sent to your EVV portal. However, **you are missing at least one of the following key pieces of information** and your visit will show in your EVV portal as an exception.

- Recipient information
- Direct care worker / employee information
- Location
- Date
- Call in and/or call out times
- Service type

Electronic Visit Verification Visit Statuses (3 of 3)

Verified

The visit ended, and you clocked out. The visit data is sent to your EVV portal and does not contain any exceptions. In other words, all key pieces of information are accounted for—you can now submit a claim for this visit.

Please note: Your visit will remain in Verified status until it successfully matches to a claim.

Processed

Your visit record successfully matched to one or more claims validation requests that Sandata has received and processed successfully. You will now be paid for your visit.

Electronic Visit Verification Claims Error Messages

Provider ID Does Not Match

Error Description: 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.

Error Messages:

| ODM and Managed Care Organizations (MCOs) | MyCare Ohio Plans | Ohio Department of Developmental Disabilities (DODD) | Ohio Department of Aging (ODA) |
|--|---|--|--|
| N521 Mismatch between the submitted provider information and the provider information stored in our system 272 Coverage / program guidelines were not met | N363 Alert: In the near future, we are implementing new policies/procedures that would affect this determination | Error 70 Provider not found in Sandata EVV system | EV000 Unable to verify EVV check Sandata EV002 Provider not found in Sandata EV004 Provider and Consumer not found in Sandata |

Error Resolution:

- Register in the Sandata Provider Portal (<https://evv-registration.sandata.com/provider-registration>).
- If you are already registered, make sure the Provider ID you used to register is the same as the one you are using to submit claims.

For more information, refer to the following Sandata resource (click the link to access):

[Provider ID Does Not Match](#)

Recipient ID Does Not Match

Error Description: 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.

Error Messages:

| ODM and MCOs | MyCare Ohio Plans | DODD | ODA |
|---|---|---|---|
| N819 Patient not enrolled in EVV system 272 Coverage / program guidelines were not met | N363 Alert: In the near future, we are implementing new policies/procedures that would affect this determination | Error 71 Provider / individual connection not found in EVV | EV000 Unable to verify EVV check Sandata EV003 Consumer not found in Sandata EV004 Provider and Consumer not found in Sandata EV005 Consumer not found for the provider in Sandata |

Error Resolution:

- Go to the Recipient profile in the Sandata portal or the alternate EVV system and add/update the Medicaid ID. Any incorrect recipient records can be deactivated.

For more information, 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

Error Description: There is no matching visit in the EVV 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.

Error Messages:

| ODM and MCOs | MyCare Ohio Plans | DODD | ODA |
|--|---|---|---|
| N56 Procedure code billed is not correct / valid for the services billed or the date of service billed 272 Coverage / program guidelines were not met | N363 Alert: In the near future, we are implementing new policies/procedures that would affect this determination | Error 66 No EVV timesheet data found | EV000 Unable to verify EVV check Sandata EV006 Verified service not found in Sandata EV007 Service date not found in Sandata |

Error Resolution:

- Go to the Recipient Management screen and ensure the correct program, authorization, and services are in scope.
- Navigate back to Visit Maintenance module and edit the visit details to make sure the visit has the correct information for the claim.
- If there is no visit, use the Create Visit button.

For more information, refer to the following Sandata resources (click the link to access):
[Adding a Manual Visit to an Existing Visit](#), [Creating a Visit](#), [Correcting an Unauthorized Service Exemption](#)

Units Do Not Match

Error Description: The units on the claim line do not meet the requirements of visit (must be “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.

Error Messages:

| ODM and MCOs | MyCare Ohio Plans | DODD | ODA |
|---|---|--|---|
| N820 EVV system units do not meet requirements of visit 272 Coverage / program guidelines were not met | N363 Alert: In the near future, we are implementing new policies/procedures that would affect this determination | Error 67 EVV units are insufficient | EV000 Unable to verify EVV check Sandata EV008 Units billed more than in Sandata |

Error Resolution:

- Go to the Visit Maintenance module and edit Visit Details to update the call times.
- Make sure to add reason code for adjusting visit.

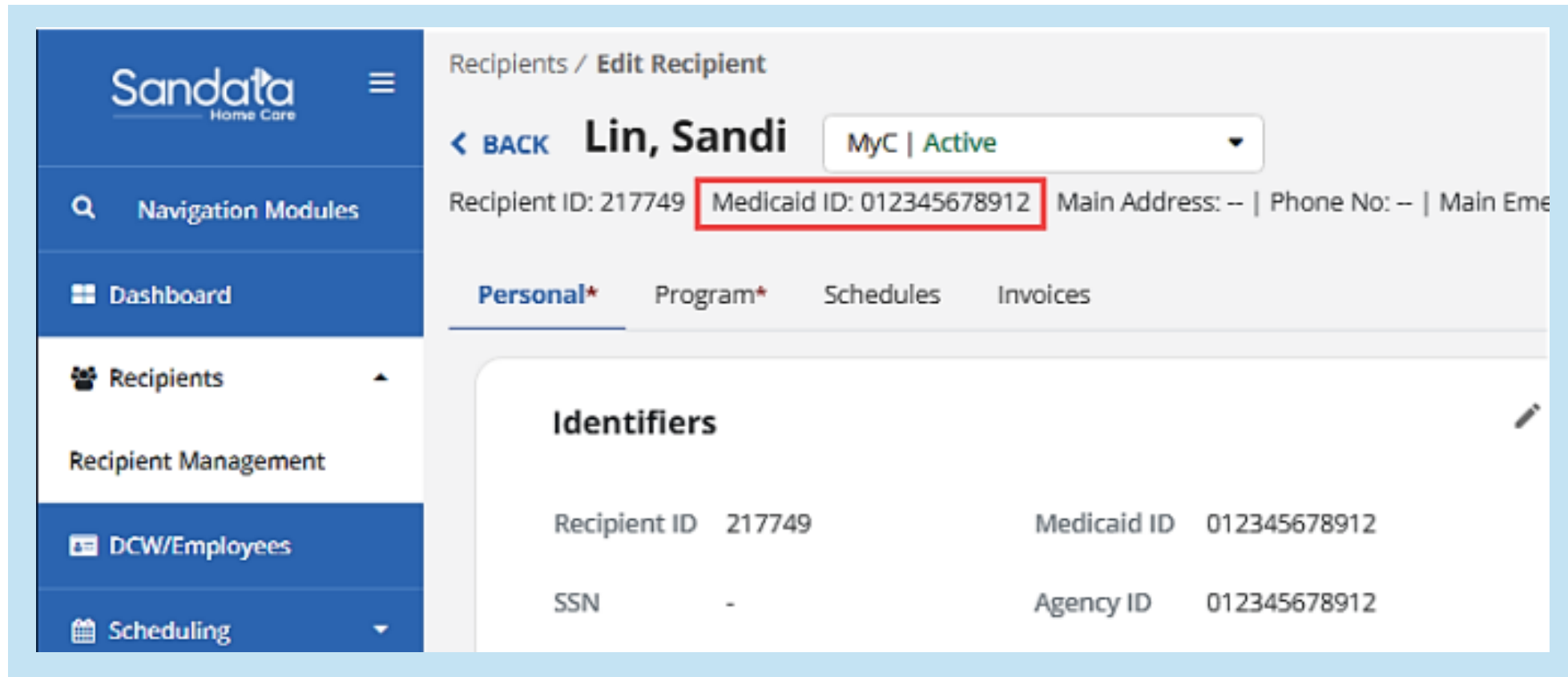
For more information, refer to the following Sandata resources (click the link to access):
[Adjusting Call Times and Dates](#), [Ohio Unit Conversion Table](#), [DODD Unit Methodology](#)

How to Find Your Sandata Account IDs

To locate the ID numbers in your EVV account, log into your EVV account and follow the steps on the next slides.

Recipient Medicaid ID

In the module menu, go to Recipients then select Recipient Management. Find the Recipient's name and go to their profile page. Just under the name, you will see the Medicaid ID, as shown below.



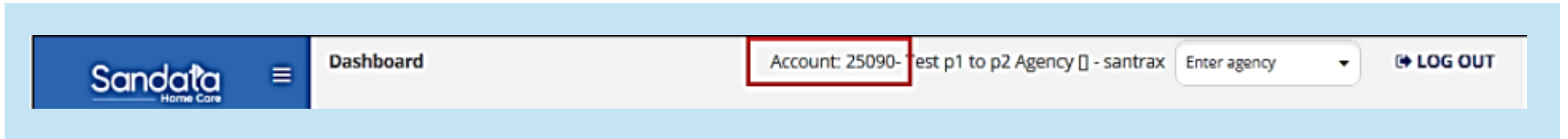
The screenshot shows the Sandata Home Care portal interface. On the left is a navigation menu with options: Navigation Modules, Dashboard, Recipients (expanded to show Recipient Management), DCW/Employees, and Scheduling. The main content area is titled 'Recipients / Edit Recipient' and shows the profile for 'Lin, Sandi'. Below the name is a dropdown menu showing 'MyC | Active'. The recipient's details are listed: Recipient ID: 217749, Medicaid ID: 012345678912 (highlighted with a red box), Main Address: --, Phone No: --, and Main Email: --. Below this is a tabbed interface with 'Personal*' selected. The 'Identifiers' section displays the following information:

| Identifiers | |
|--------------|--------------|
| Recipient ID | 217749 |
| Medicaid ID | 012345678912 |
| SSN | - |
| Agency ID | 012345678912 |

**This is a screenshot of a sample portal for demonstration purposes only.*

EVV Account Number

When you first log in to your Sandata EVV web portal, you will be automatically navigated to the Dashboard. At the top of the dashboard, you will see your account number.



**This is a screenshot of a sample portal for demonstration purposes only.*

Direct Care Worker Santrax ID

In the module menu, go to DCW/Employees. Find the Direct Care Worker's name and go to their profile page. In the Identifiers section of the Personal tab, you will see their Santrax ID, as shown below.

The screenshot shows the Sandata Home Care portal interface. On the left is a navigation menu with options: Navigation Modules, Dashboard, Recipients, DCW/Employees (selected), Scheduling, Visit Maintenance, Billing, Reports, and XREF. The main content area is titled 'DCW/Employees / Edit DCW/Employee' and shows the profile for 'Brown, Janice'. Below the name are contact details: DCW/Employee ID: 000195475, Phone No: --, and Email Address: JANICEB@MAILINATOR.COM. There are two tabs: 'Personal' (selected) and 'Schedules'. Under the 'Personal' tab, the 'Identifiers' section is displayed, containing the following information:

| | | | |
|----------------------|-----------|----------------|----------------|
| SSN | ***** | | |
| Status | Active | Effective Date | Jun 25, 2024 |
| DCW/Employee ID | 000195475 | Position | CGV- Caregiver |
| Hire Date | - | Supervisor | - |
| National Provider ID | - | Santrax ID | 195475 |

A red arrow points from the name 'Brown, Janice' to the 'Santrax ID 195475' field, which is also enclosed in a red rectangular box.

Recipient Santrax ID

In the module menu, go to Recipients then select Recipient Management. Find the Recipient's name and go to their profile page. Just under the name, you will see the Recipient ID, as shown below. This is the Recipient Santrax ID.

Sandata Home Care

Recipients / Edit Recipient

< BACK **Lin, Sandi** MyC | Active

Recipient ID: 217749 Medicaid ID: 012345678912 Main Address: -- | Phone No: -- | Main Em

Personal* Program* Schedules Invoices

Identifiers

| | | | |
|--------------|--------|-------------|--------------|
| Recipient ID | 217749 | Medicaid ID | 012345678912 |
| SSN | - | Agency ID | 012345678912 |

**This is a screenshot of a sample portal for demonstration purposes only.*

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, October 27 from 2:30 – 4 p.m.**
- Monday, November 24 from 2:30 – 4 p.m.
- Monday, December 22 from 2:30 – 4 p.m.

* A questionnaire will be sent to workgroup members after this session to see if there's interest in rescheduling the November and December meetings.

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.

Alternate Electronic Visit Verification Town Hall Meeting

Register Now

Sandata, in partnership with ODM, is hosting an informational Alternate EVV Town Hall for provider vendors on **Monday, September 29, from 11:30 a.m. to 12:30 p.m. EST.**

If you are an Ohio-certified alternate EVV vendor supporting providers with visit capture, we invite you to join this session. You'll hear updates about ODM's claims processing changes and learn how to assist providers with ensuring their EVV visit data is accurate and matches to claims.

Register here (click on the link): [Alt EVV Vendor Town Hall](#)

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