

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

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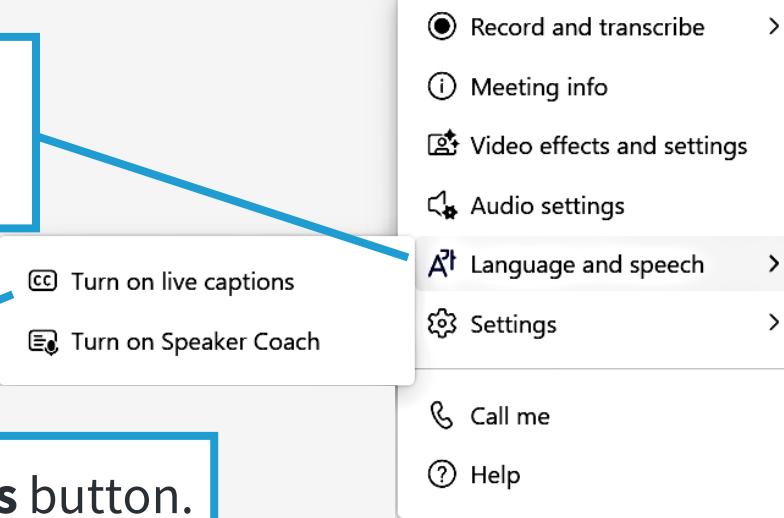
Accessibility (1 of 3)

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.



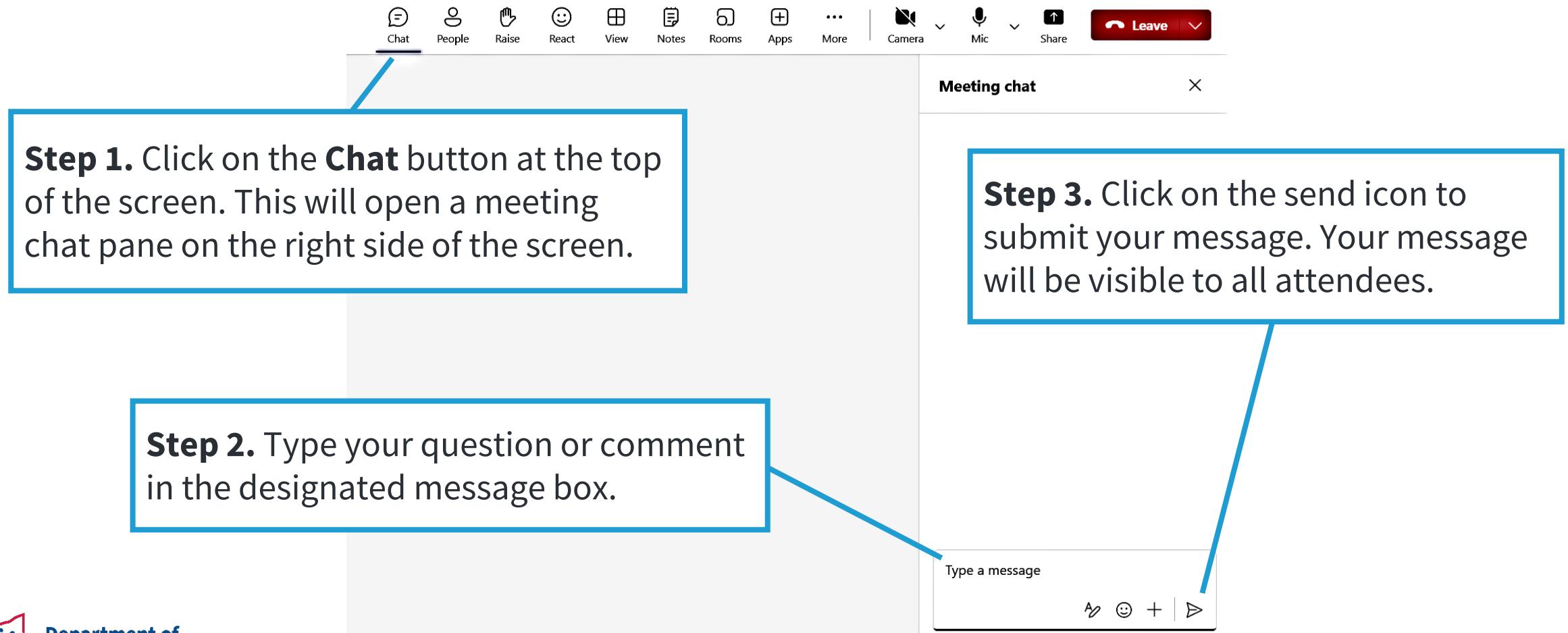
Step 2. Hover your mouse over the **Language and speech** button in the dropdown.



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

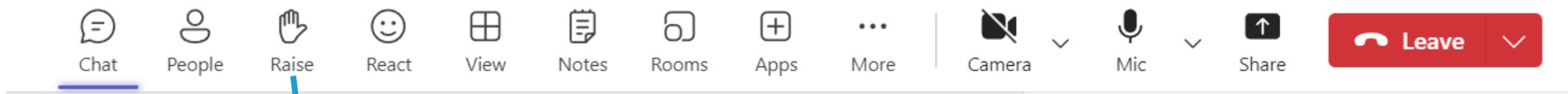
Accessibility (2 of 3)

If you would like to submit a question or comment through the chat, please feel free to do so by following the steps below.



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.

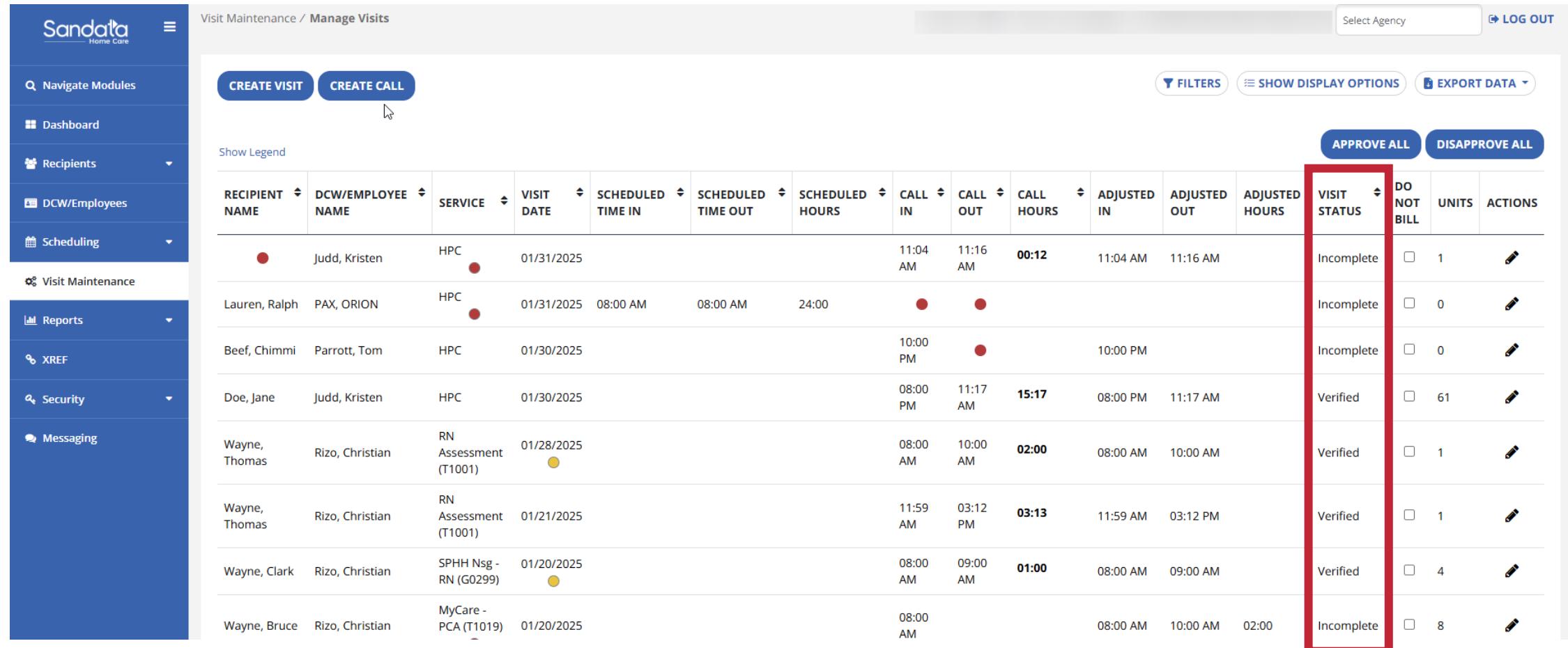


Electronic Visit Verification Visit Statuses

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>



The screenshot shows the Sandata Visit Maintenance Dashboard. The left sidebar includes links for Navigate Modules, Dashboard, Recipients, DCW/Employees, Scheduling, Visit Maintenance, Reports, XREF, Security, and Messaging. The main page title is "Visit Maintenance / Manage Visits". It features buttons for "CREATE VISIT" and "CREATE CALL", and links for "FILTERS", "SHOW DISPLAY OPTIONS", and "EXPORT DATA". A "Show Legend" section defines abbreviations for columns. The main table lists visits with columns for 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, and Actions. A red box highlights the "VISIT STATUS" column. The data in the table is as follows:

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	

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

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 EVW, or (2) the provider has not registered with Sandata's Provider Portal to obtain an EVW 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 EVW 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.sodata.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 EW 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.

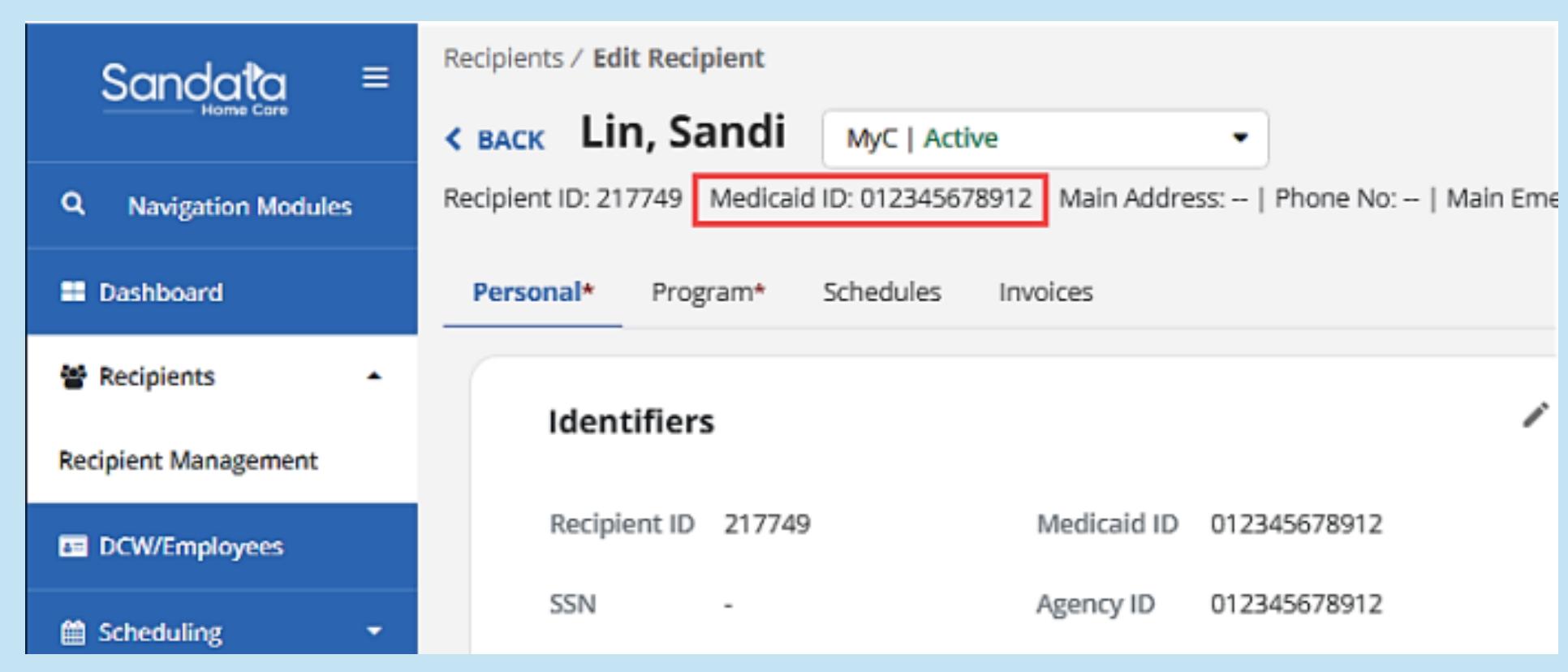
For more information, refer to the following Sandata resources (click the link to access):
[Adjusting Call Times and Dates](#), [Ohio Unit Conversion Table](#), [DODD Unit Methodology](#)

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.

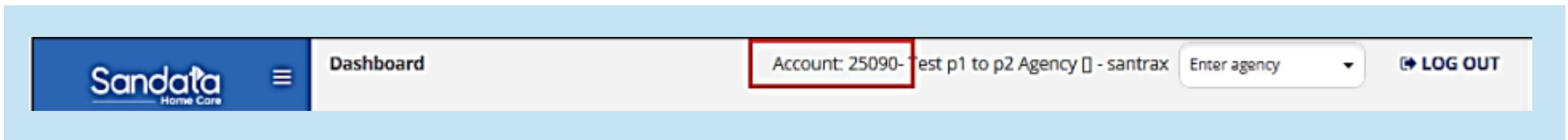


The screenshot shows a web-based application interface for Sandata Home Care. The left sidebar contains a navigation menu with the following items: Navigation Modules, Dashboard, Recipients (with Recipient Management as a sub-item), DCW/Employees, and Scheduling. The main content area is titled "Recipients / Edit Recipient" and shows a recipient named "Lin, Sandi". The recipient ID is 217749 and the Medicaid ID is 012345678912. The Medicaid ID is highlighted with a red box. Below this, there are tabs for Personal*, Program*, Schedules, and Invoices. The "Personal*" tab is selected. Under the "Identifiers" section, the Recipient ID is 217749, the Medicaid ID is 012345678912, the SSN is listed as a dash, and the Agency ID is 012345678912.

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

EVV Account Number

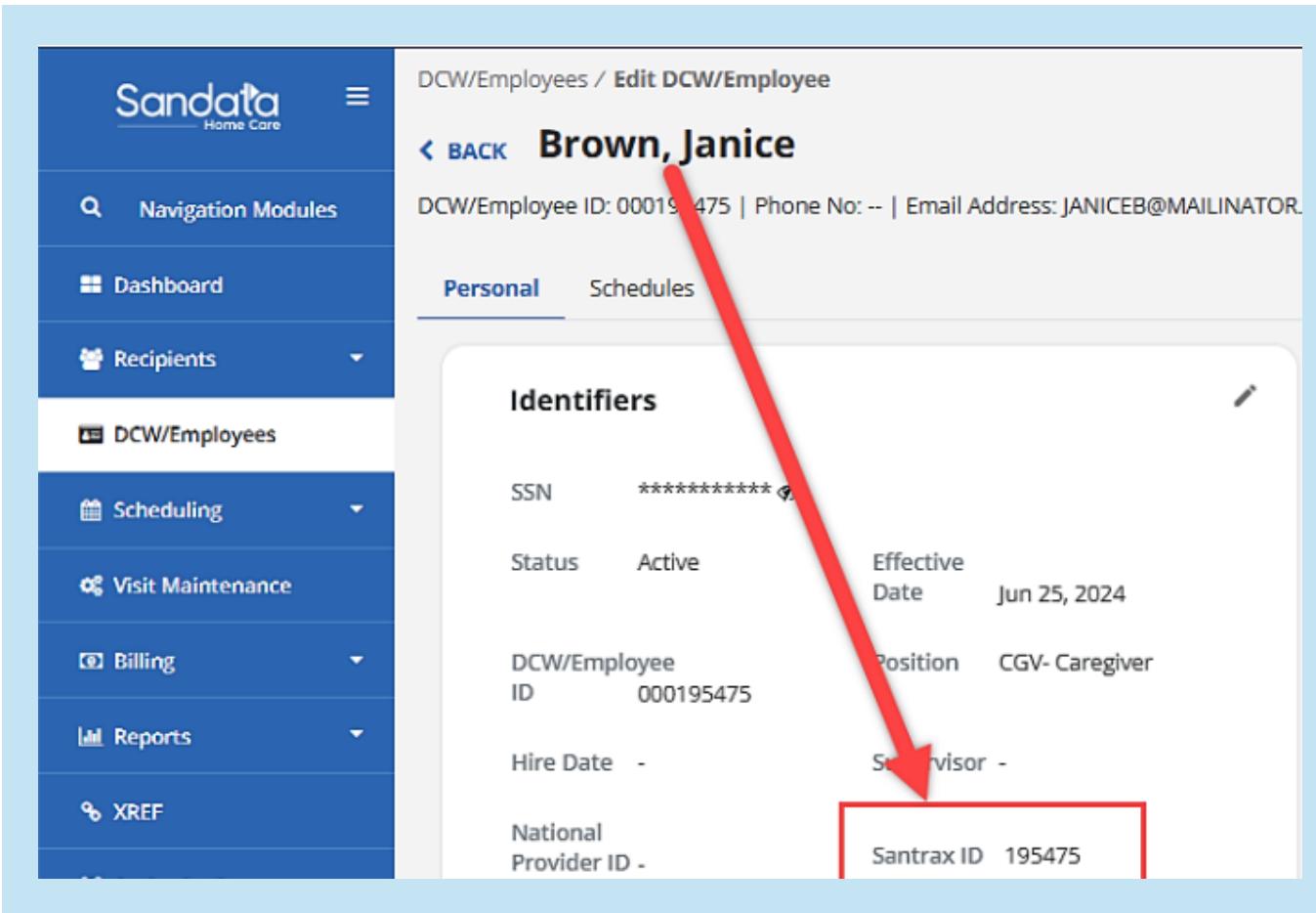
When you first log in to your Sandata EVV web portal, you will be automatically navigated to the Dashboard. At the top of the dashboard, you will see your account number.



**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.



DCW/Employees / Edit DCW/Employee

◀ BACK **Brown, Janice**

DCW/Employee ID: 000195475 | Phone No: -- | Email Address: JANICEB@MAILINATOR.COM

Personal Schedules

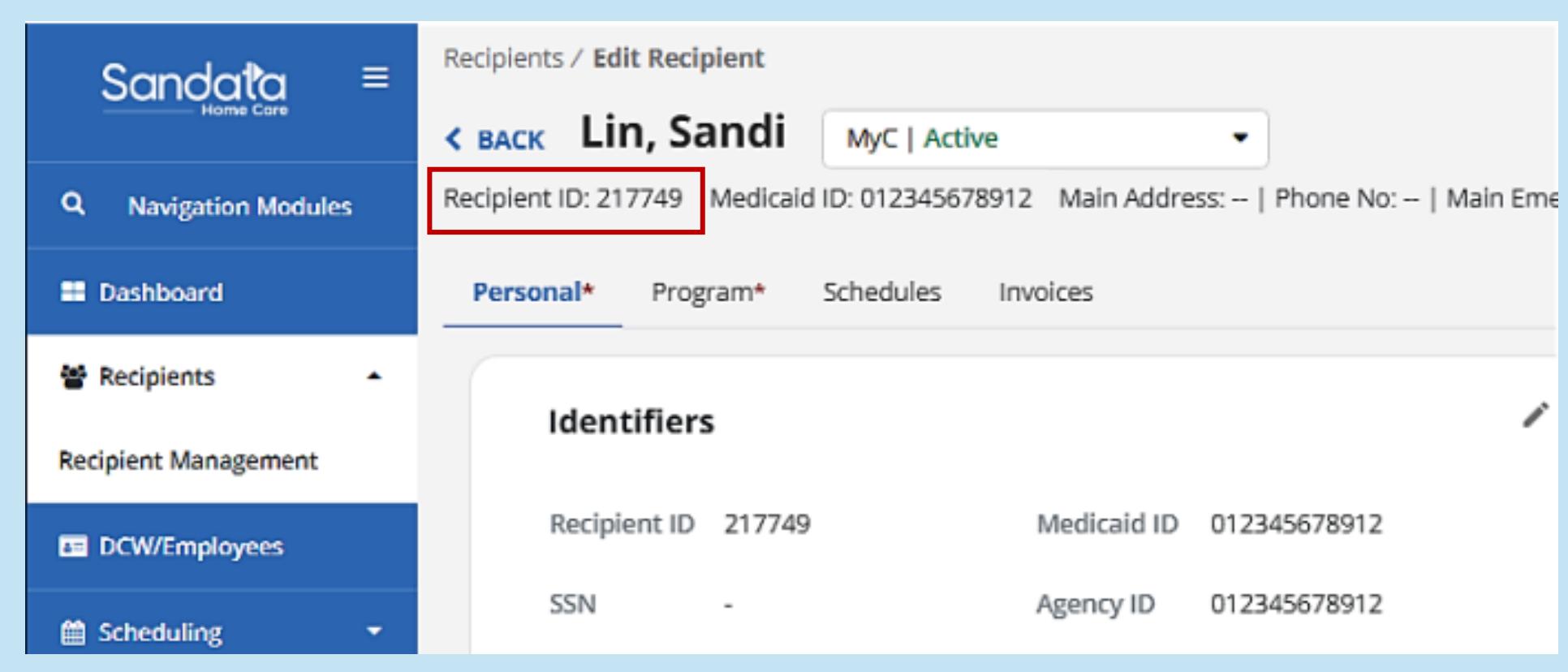
Identifiers

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

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

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.



The screenshot shows the Sandata Home Care recipient profile page. The left sidebar has a 'Navigation Modules' section with 'Dashboard' (selected), 'Recipients' (selected), 'Recipient Management' (under Recipients), 'DCW/Employees' (selected), and 'Scheduling'. The main content area shows 'Recipients / Edit Recipient' for 'Lin, Sandi'. It includes a 'MyC | Active' dropdown, a 'Recipient ID: 217749' box (which is highlighted with a red border), and other details like 'Medicaid ID: 012345678912' and 'Main Address: -- | Phone No: -- | Main Eme'. Below this are tabs for 'Personal*' (selected), 'Program*', 'Schedules', and 'Invoices'. The 'Identifiers' section shows 'Recipient ID 217749', 'Medicaid ID 012345678912', 'SSN -', and '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