



**Ohio Department
of Medicaid**

Alternate Electronic Visit Verification Town Hall Meeting

January 24, 2025

Sandata



Department of
Medicaid

Welcome and Live Event Guidelines

- This presentation will review important Alternate Electronic Visit Verification (EVV) Vendor and Provider information to prepare for successful claims processing with the Ohio Department of Medicaid (ODM).
- Intended audience: Alternate EVV vendors and agency providers.
- During this live event, please remember to post presentation-specific questions using the Questions and Answers feature.
- Feedback is welcome! You will receive a survey post-webinar to improve this experience moving forward.

Agenda

1. Electronic Visit Verification Background and Claims Validation
2. Sandata Aggregator for Agency Providers
 - Visit Review, Exceptions, Reporting, Modifiers
3. Alternate EVV Vendors and Common Errors
4. Alternate EVV Integration: Technical Specification Informational Updates
5. Resources

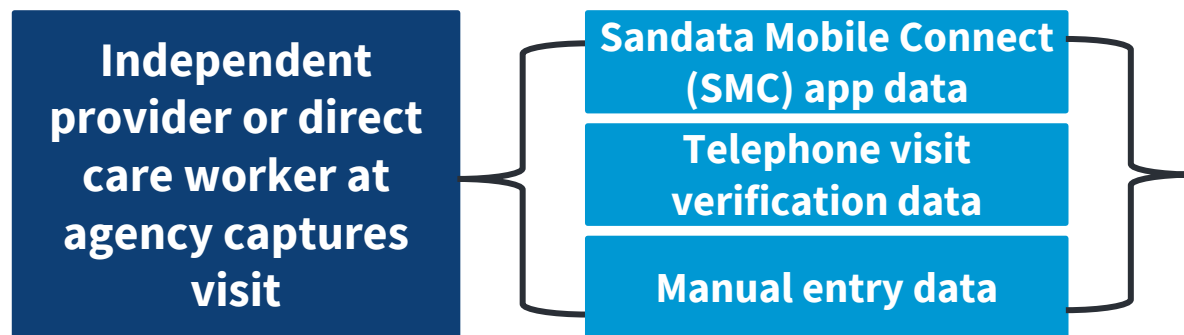
Background and Claims Validation

Background

- The Ohio enhanced EVV system went live on July 1, 2024.
- Sandata hosted three town hall meetings for Alternate EVV providers and vendors in February, March and September 2024.
- The Ohio Department of Medicaid (ODM) has announced that EVV claims validation will begin on March 1, 2025. ODM will stagger the roll out of claims validation by phases. The first phase will consist of home health services claims billed to ODM.
 - At that time, certain impacted claims that do not have EVV visit matching data will be denied.

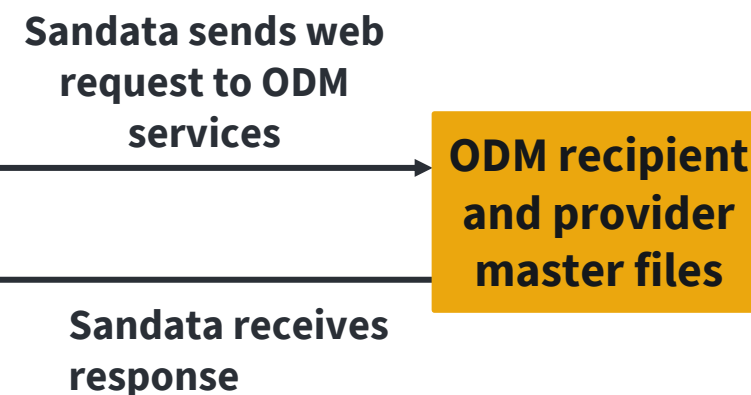
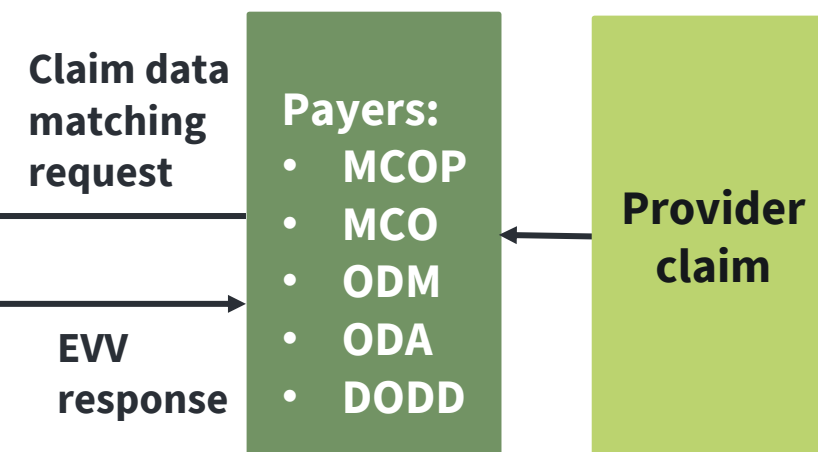
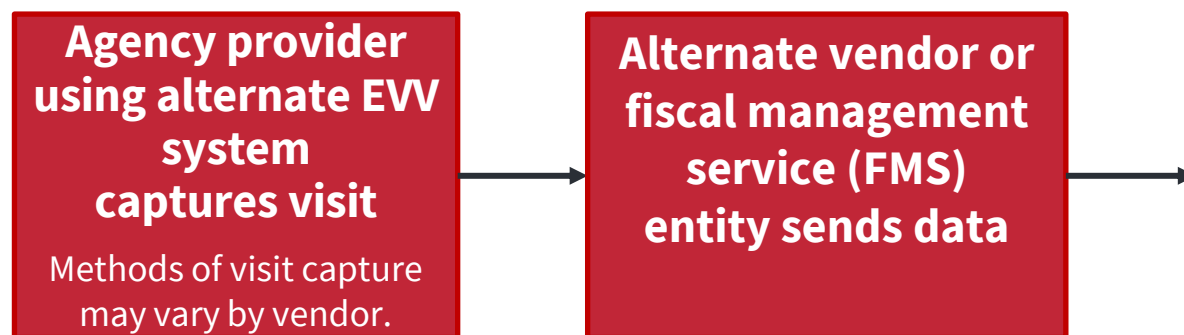
How It Works

Sandata EVV System



* The Sandata Aggregator processes the claim request from the payer by matching it to EVV visits (and recipient and provider master files). It then responds with a notification indicating whether a match has been found or not.

Alternate EVV System



Alternate Electronic Visit Verification Integration

Alternate Electronic Visit Verification System

Agency provider using an alternate EVV system captures visit

Methods of visit capture may vary by vendor.

Sandata EVV Aggregator

Provider data is sent via an integration from Alternate EVV vendors to Sandata Technologies.

Ohio certified Alternate EVV vendors are required to send EVV data to the Sandata Aggregator.

Ohio technical specification documents and Business Requirements are on the [ODM Alt EVV webpage](#).

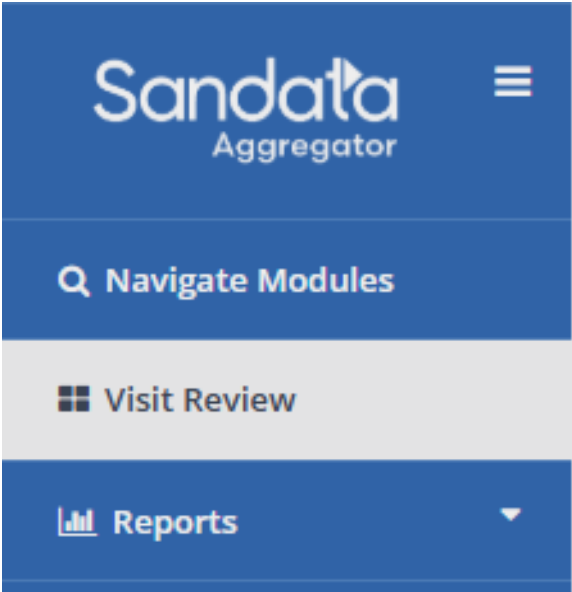
Sandata Aggregator for Agency Providers

Sandata Aggregator – Provider Responsibility

- Provider agencies using an Alternate EVV vendor are responsible for verifying complete and accurate data is in the Sandata Aggregator.
 - Visits must be in a “Verified” status before claims are submitted for payment.
 - If data is missing, inaccurate, or exceptions exist, providers must work with their vendor to transmit the necessary new/update records.
- Agency administrative users should login to the Sandata Aggregator often.
 - Login: [Sandata ODM Landing page](#)
 - User Credentials: OHID credentials.
 - If you need assistance signing in or acquiring your OH|ID, please contact the ODM Integrated Help Desk at 800-686-1516 or email ihd@medicaid.ohio.gov.

Sandata Aggregator - Searching for Visits (1 of 2)

- Sandata Aggregator users can use the **Visit Review** and **Reports** links to review visit details.
- The user selects the appropriate filters to search for their visits in Visit Review.
- Note that 'Filter Visits By' defaults to All Exceptions. User must select All Visits, for more results.



Visit Review

* indicates required field

AGENCY

All

RECIPIENT

Enter Recipient

MEDICAID ID #

Enter Medicaid ID #

DCW/EMPLOYEE

Enter DCW/Employee

DCW/EMPLOYEE SSN 000-00-0000

Enter DCW/Employee SSN

DATE RANGE * MM/DD/YYYY

01/03/2025

to

01/03/2025

VISIT STATUS

All

FILTER VISITS BY

All Exceptions

Q SEARCH

CLEAR

Sandata Aggregator - Searching for Visits (2 of 2)

- Upon selecting search filters, a table will appear with the visit data.
- The columns on the table can be adjusted by selecting Show Display Options.

« < 1 > »

ROWS PER PAGE: 50

Show Display Options ▼

Showing 1 to 3 of 3 entries

Recipient Name	DCW/Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Units	Actions
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- Visits that are in an “Incomplete” status should be reviewed for exceptions.

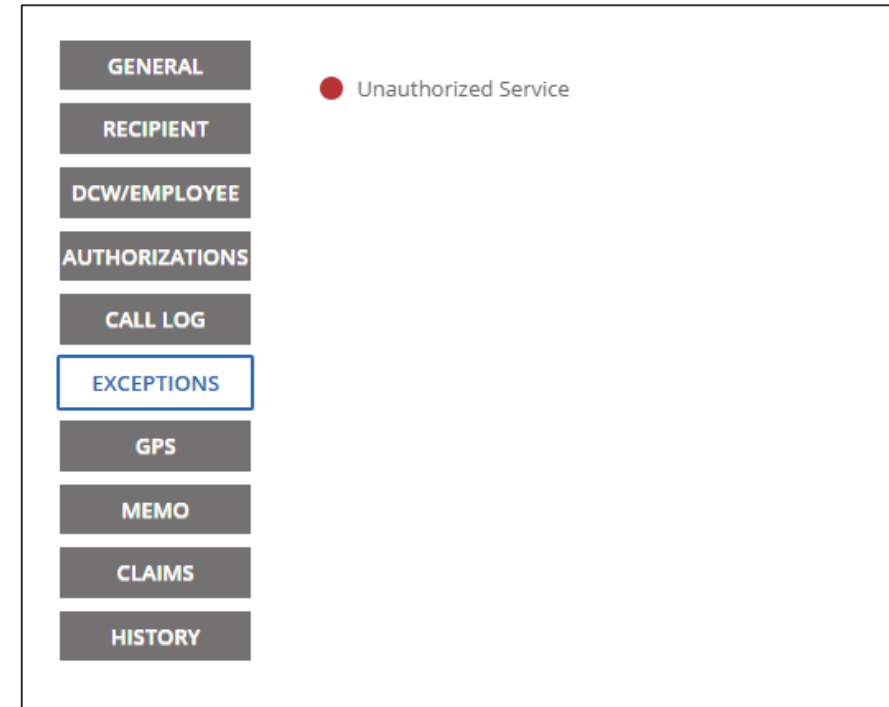
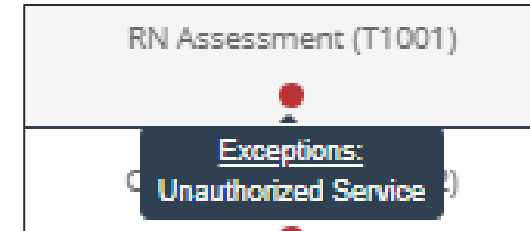
Exceptions (1 of 2)

- Exceptions alert the user of missing information or information that does not meet program requirements.
- Exceptions, other than those defined as informational, prevent a visit from being in a Verified status, which means the visit cannot be matched with a claim.
- When the visit displays with a red dot on the Visit Review table, this also indicates an exception for the specific field.

Recipient Name	DCW/Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out
Test, ODAOne	Employee, Maria	OHCW Nsg - RN (T1002) ●	12/29/2024				06:00 AM	07:00 AM	01:00	06:00 AM	07:00 AM

Exceptions (2 of 2)

- The user can hover over the red dot to see the exception or review by selecting the visit and checking the exceptions tab.
- If updates are needed, the provider must work with their Alternate EVV vendor to send visit updates.



Sandata Exceptions and Definitions (1 of 2)

The Sandata exceptions are listed with their corresponding definitions. These are exceptions calculated by Sandata.

- **Unknown Client** - PatientOtherID is missing on the visit.
- **Unknown Employee** - StaffOtherID is missing on the visit.
- **Visit Without In Call** - Only one call (the out call) was added to the visit and adjusted times have not been included.
- **Visit Without Out Call** - Only one call (the in call) was added to the visit and adjusted times have not been included.

Sandata Exceptions and Definitions (2 of 2)

The Sandata exceptions are listed with their corresponding definitions. These are exceptions calculated by Sandata.

- **Unauthorized Service** - The visit service combination does not have an active authorization for the recipient, for that date of service.
- **Missing Medicaid ID** - the recipient does not have a Medicaid ID. This occurs when the recipient has a Passport Information Management System (PIMS) ID or if they are a newborn and does not have a Medicaid ID.

Service Codes with Modifiers (1 of 2)

Modifiers are required by the Alternate EVV Vendor via the Recipient and Visit Segments when applicable.

There are two procedure codes that can be sent with a modifier:

1. G0493 with a U9 modifier for DODD Nursing Delegation Assessment
2. T1001 with a U9 modifier for State Plan RN Consultation

Service Codes with Modifiers (2 of 2)

- The Alternate EVV Vendor will submit the procedure code and modifier via the Alt EVV transmission in the visit segment.
 - For example, the Vendor will send the procedure code and modifier:
"ProcedureCode": "T1001",
"Modifier1": "U9",
- The Visit record in Aggregator will display the service name:
RN Consultation (T1001)
- **Note:** If a modifier other than U9 is sent, Sandata will reject the visit.
 - Billing modifiers should not be sent via the EVV transmission, visit segment.

Sandata Aggregator Reports

Recipient, direct care worker, authorizations, visit, and claims data can be viewed in Aggregator Reports.

Some helpful reports include:

- Active Recipients
- Active DCW/Employees
- Authorizations
- Full Visit Export
- Detail Visit Status
- Claims Validation Rejection
- Recipient and DCW/Employee Relationship
- DCW/Employee and Recipient Relationship

Alternate Vendors and Common Error Responses

Alternate Vendor Transmissions

- The Alternate EVV interface is a system that collects Direct Care Worker, Recipient (individual), and Visit data from Alternate EVV systems and feeds into the Aggregator.
- Vendors must follow the state-specific specifications when transmitting data.
- There are three main transmissions, each going to a separate endpoint:
 - Recipient
 - Direct Care Worker
 - Visit
- The Recipient and Direct Care Worker records must be successfully loaded into the account, before the visit can be transmitted. These records are only expected when new and when an actual change has occurred.

Common Errors – Recipient Data

"Client Not Found. Clients must have been previously received from Payer to be updated via Alt-EVV"

Reason for error

- Sandata validates recipient information against the ODM eligibility prior to accepting the recipient data. Exception being for recipients with a newborn indicator or Ohio Department of Aging (ODA) as the payer and PIMS ID.
- If the recipient match is not found, the record will be rejected with the above error message. Recipients are matched on Medicaid ID and Date of Birth.

Solution

- To resolve the error, verify the recipient Medicaid ID and date of birth in the vendor system matches Ohio's eligibility information.
- If no, correct the vendor system before resending the recipient file and resend the corrected client record.

Common Errors – Direct Care Worker Data

“Duplicate e-mail address”

Reason for error

- This error occurs when the email is not unique for the Direct Care Worker records. The Direct Care Worker records must be unique, and the email address cannot be reused for different worker records.

Solution

- To resolve this issue, the vendor must send a new worker record with the new email address.

Common Errors – Visit Data (1 of 6)

“Client not found”

Reason for error

- The recipient record was not successfully loaded to provider account before the visit data was sent for the recipient.

Solution

- The vendor should make sure the recipient records have been transmitted successfully and resolve any errors with recipient transmissions before sending the visit.
- Vendors should confirm the recipient identifiers on the visit match the identifiers in the recipient record.
- The providers can also confirm if recipients are in Aggregator by reviewing the Active Recipients report.

Common Errors – Visit Data (2 of 6)

“Worker Not Found”

Reason for error

- The direct care worker record was not successfully loaded to provider account before the visit data was sent with that worker.

Solution

- Then vendor should make sure the direct care worker records have been transmitted successfully and resolve any errors with transmissions before sending visits.
- The providers can also confirm if direct care workers are in Aggregator by reviewing the Active DCW/Employees report in their account.
- Vendors should also confirm the direct care worker unique identifier on the visit matches the identifier in the direct care worker record.

Common Errors – Visit Data (3 of 6)

“Visit date out of range”

Reason for error

- The visits was not submitted within the date range for the account.

Solution

- The vendor should ensure the visit date is not more than 2 years after the date of service.
- If the provider switched vendors, the old vendor account contains the End Date, the provider requested.
- The Visit Date cannot be changed. The visit must be updated with BillVisit false, setting it to Omit status. Then the vendor can submit a corrected visit, with a new unique VisitOtherID.

Common Errors – Visit Data (4 of 6)

“A visit row exists in stx.visits table (by account/visit_id) and no changes are specified in current import of account/visit_id”

Reason for error

- Error occurs when the attempted visit update is missing the required VisitChanges segment.

Solution

- The visit update must be resent with completed VisitChanges segment.

Common Errors – Visit Data (5 of 6)

“Error during retrieving service service_id entered”

Reason for error

- The payer, program, and service combination do not match the allowed combinations for Ohio.

Solution

- The visit service combination must match a row in the technical specification services appendix.
- The service combination includes the Payer, PayerProgram, ProcedureCode, and Modifier if applicable.
- All services and modifiers are case sensitive and must use capital letters.
- Every visit must contain the complete Calls segment.
- The vendor should confirm the data includes the correct values and resend the visit data.

Common Errors – Visit Data (6 of 6)

“Version number is duplicated or older than current”

Reason for error

- The SequenceID on the visit record is not a higher value than previously submitted SequenceID.

Solution

- To resolve this error, the SequenceID must be updated, and the record should be resent.
- It is recommended to use the date and time, with seconds, as the SequenceID. This ensures it is a higher value than previous record i.e., YYYYMMDDHHMMSS.
- Example:
 - 20241229100000
 - 20241229100001

Technical Specification Updates

Alternate EVV Technical Specifications (1 of 2)

- The most recent version of the Ohio Alternate EVV Technical Specifications is version 4.1.
- The technical specifications can be found on the ODM EVV webpage under [Information for Providers](#).

Alternate EVV Technical Specifications (2 of 2)

Updates in the 4.1 Version include:

1. The PatientAlternateID field was removed from the Individual (Recipient) segment and the Visit Segment.
2. The RESTful API endpoints for Sandata's Ohio Alternate EVV interface were added to the document.
3. The expected values were updated for the PatientAddressLongitude and PatientAddressLatitude fields.
4. Additional text was added to the Missing Medicaid ID exception definition.
5. The Latitude and Longitude section on page 8 was updated to provide clarification.
6. JavaScript Object Notation, JSON, examples were updated.

Helpful Resources

- ODM EVV Website
 - Includes resources for Alternate EVV providers and vendors in the [Information for Providers](#) section
- Sandata on Demand
 - Includes [EVV Vendor Solutions FAQ](#)
 - Sandata Aggregator self-service [training materials](#)
- Sandata OH Alternate EVV support email, OHAltEVV@sandata.com
- Sandata OH Alternate EVV support phone, 844-289-4246

QUESTIONS?

medicaid.ohio.gov

THANK YOU

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