



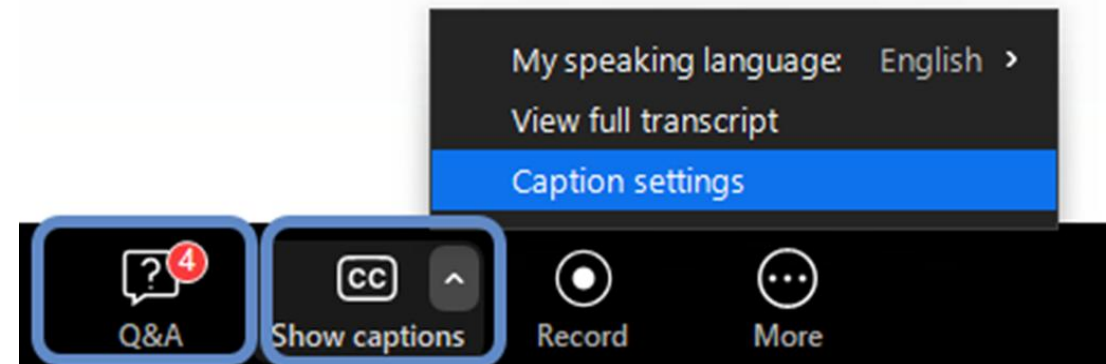
**Ohio Department  
of Medicaid**



## Accessibility Options

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- Your camera and mics are turned off.
- Q&A will be answered throughout the presentation. Please submit your questions in the Q&A box by selecting the Q&A button at the bottom of the screen to pop out this box.
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# Alternate Electronic Visit Verification Town Hall Meeting

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September 29, 2025

Sandata



# Welcome and Live Event Guidelines

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

# Agenda

1. EVV Background and Claims Validation
2. Updates to Specifications and Services
3. Friendly Reminders
4. Independent Providers (IPs) using Alternate EVV Vendors
5. Resources

# **EVV Background and Claims Validation**









# Electronic Visit Verification (EVV) Overview

- The 21st Century Cures Act requires providers to use Electronic Visit Verification (EVV) for Medicaid-paid personal care and home health services.
- Direct support professionals working for an agency and independent providers need to record their visits to the person's home electronically to confirm services are provided on time, by the right provider, and in the right amount of time.
- EVV allows the provider to capture the required elements and submit them for processing.

# Background

- The Ohio enhanced EVV system went live on July 1, 2024.
- The Ohio Department of Medicaid (ODM) began EVV claims validation on March 1, 2025. The first four phases have been completed with Phase 5 beginning on October 1, 2025, pertaining specifically to **DODD waiver services**.
  - The Ohio Department of Medicaid is phasing in claims validation requirements. There are a total of seven phases.
  - Claims requiring electronic visit verification need to have a matching EVV visit record upon billing submission.
  - Claims that do not match will be denied.
  - Services and execution dates are listed in the chart on the next slide.

# EVV Claims Adjudication Phases

		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
HOME HEALTH SERVICES	PRIVATE DUTY NURSING, NURSE ASSESSMENT AND CONSULT	HOME HEALTH SERVICES	PRIVATE DUTY NURSING NURSE ASSESSMENT AND CONSULT	IO, Level 1, SELF WAIVER PROGRAM SERVICES	OHIO HOME CARE, PASSPORT WAIVER SERVICES	HOME HEALTH PDN, NURSE ASSESSMENT AND CONSULT, WAIVER SERVICES
						
*Based on claim line date of service.						

# ELECTRONIC VISIT VERIFICATION

## CLAIMS MATCHING COMPONENTS

Your claim will match if you have an EVV record with the following six data points



Recipient receiving the service



DCW/Employee providing the service



Type of service performed



Location of the service delivery



Date of service



Time service begins and ends

# Ohio Department of Developmental Disabilities

## Waiver Services – Phase 5



### **Subject to EVV**

Homemaker/Personal Care (HPC)  
Participant-Directed HPC  
Waiver Nursing  
Nursing Consultation  
Nursing Assessment  
Residential Respite (15-minute units)



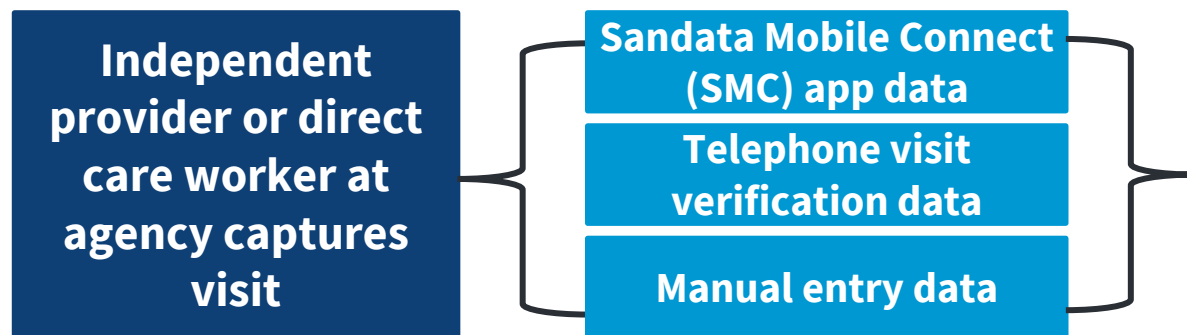
### **NOT Subject to EVV**

Shared Living  
Services billed per diem (including per diem  
Residential Respite)  
Facility-based services  
Services, subject to EVV, provided by live-in  
caregivers (with approved exemption)

For a comprehensive list of services requiring EVV under DODD waivers, please refer to the [eMBS Service Codes document](#).

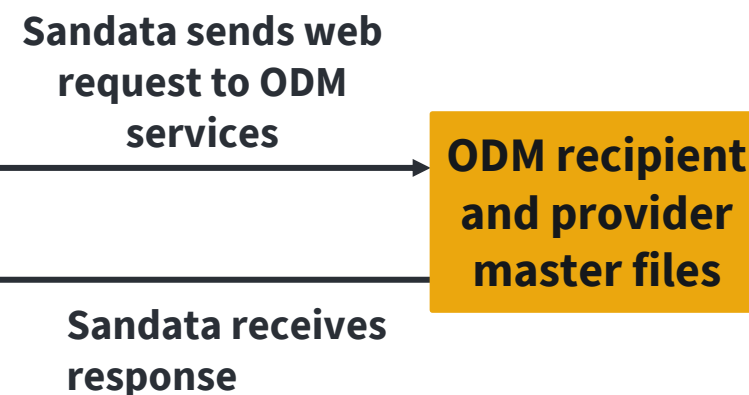
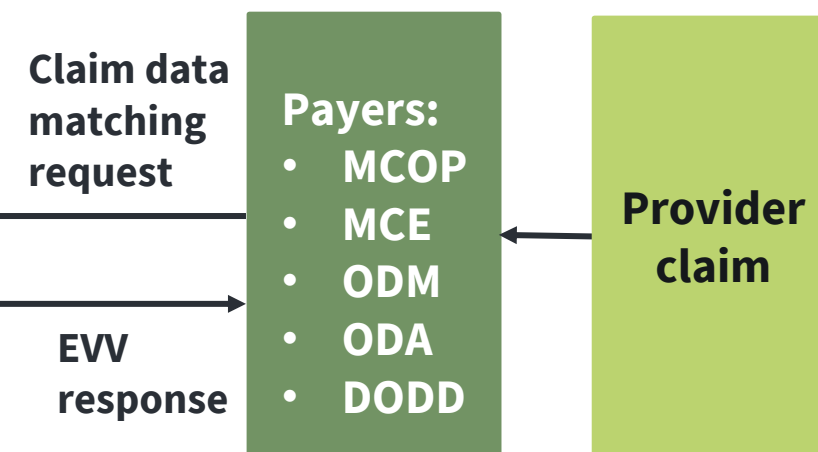
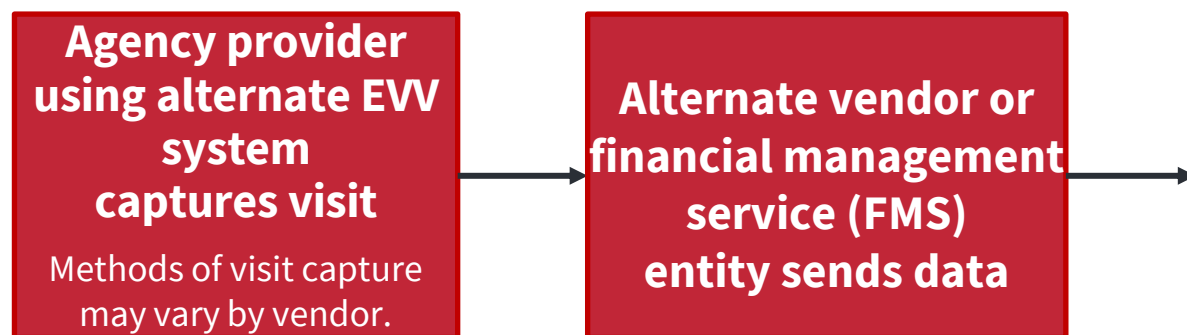
# How It Works

## 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.

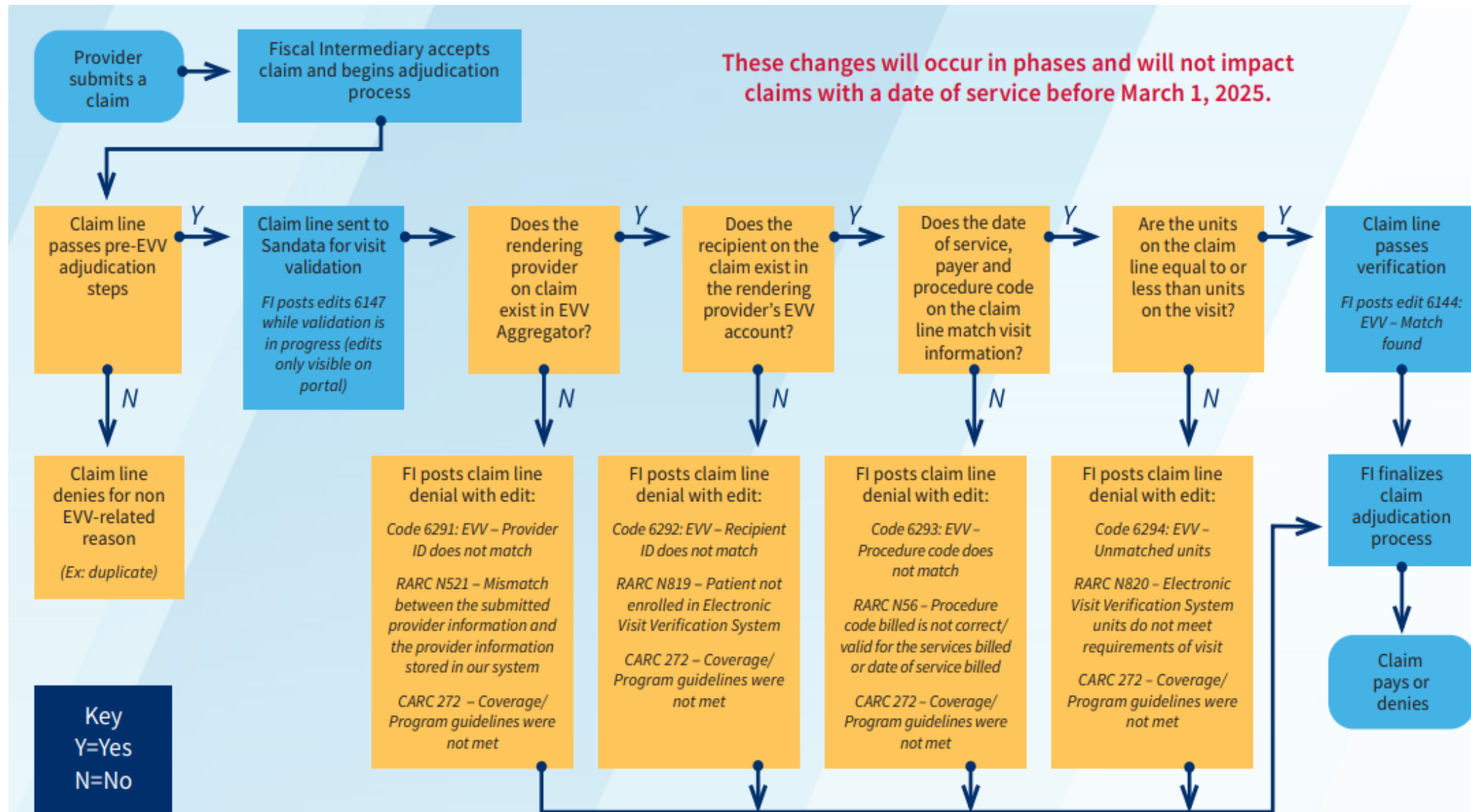
**Sandata EVV Aggregator**

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.

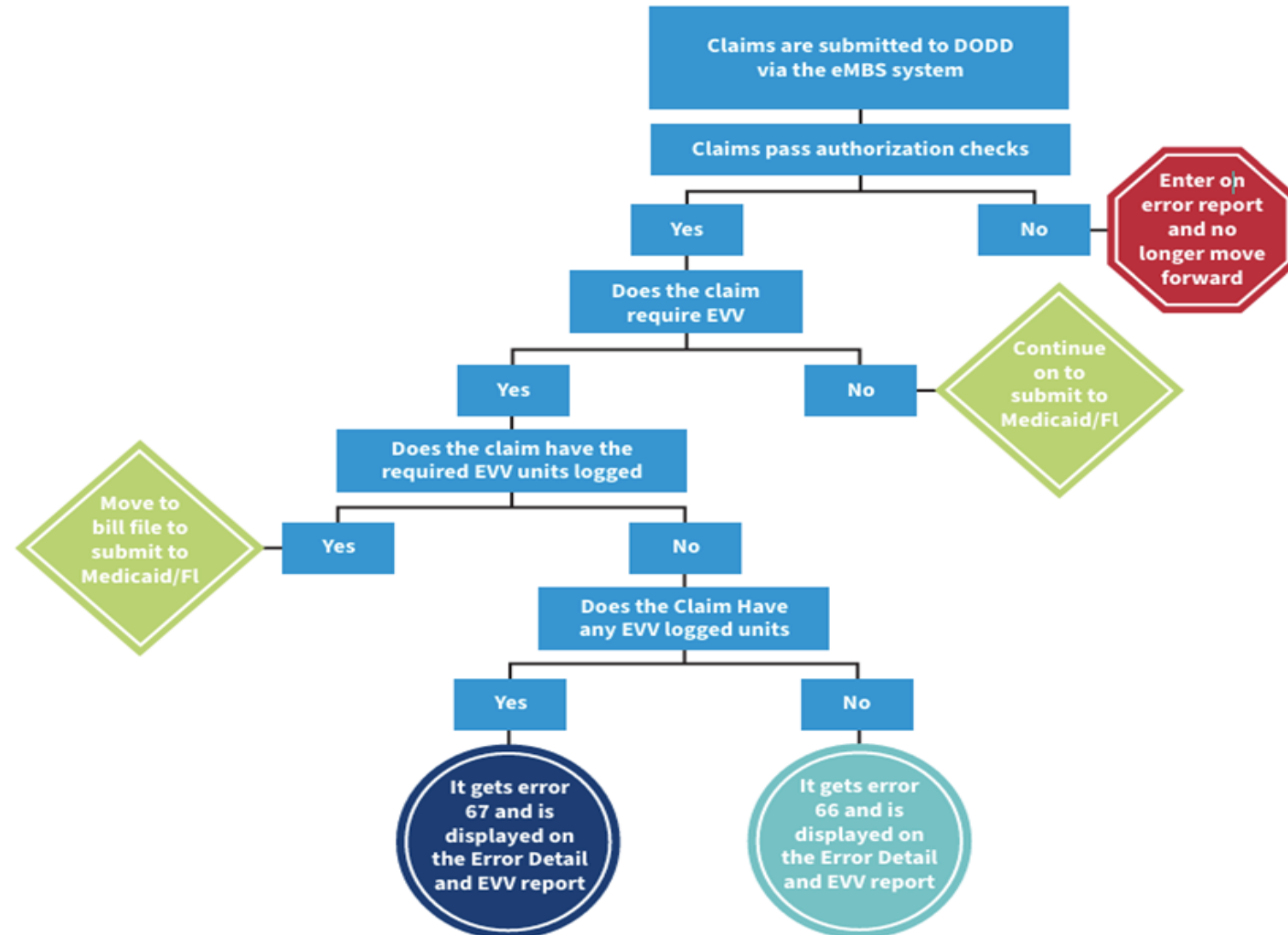
Ohio technical specification documents and Business Requirements are on the [ODM Alt EVV webpage](#).

# Electronic Visit Verification Claims Validation Process (Phase 1-4)



# Electronic Visit Verification Claims Validation Process (Phase 5 DoDD)

## Claims Workflow for DODD



# **Updates to Specifications & Services**

# Summary of Updates

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1. EmployeeMedicaidID added to specifications for Financial Management Service (FMS) entities
2. Aetna will not be participating in ANY program requiring EVV starting 12/31/25
3. UHC will not be participating in the MyCare Ohio program starting 12/31/25
4. Anthem will be added as a MyCare Ohio program payer starting 1/1/2026.

## Updates to Specifications

EmployeeMedicaidID was added as an optional field to allow Medicaid IDs to be captured for Self-Directed Providers using a Financial Management Service (FMS) Alt EVV system.

### Appendix B - JSON Sample – Direct Care Worker

```
[  
  {  
    "BusinessEntityID": "123545",  
    "BusinessEntityMedicaidIdentifier": "1234567",  
    "StaffOtherID": "13467286",  
    "SequenceID": "1739274568",  
    "StaffID": "1234",  
    "StaffSSN": "179238637",  
    "EmployeeNPI": null,  
    "StaffLastName": "LAST NAME",  
    "StaffFirstName": "FIRST NAME",  
    "StaffEmail": "EMAIL@domain.com",  
    "StaffPosition": "HHA",  
    "EmployeeMedicaidID": "1234567"
```

# Service Code Edits

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- The next few slides indicate service codes that are to be removed as of 12/31/25 and some that should begin as of 1/1/26.
- **NEEDED ACTION: Alt EVV Vendors and Providers need to ensure systems are updated appropriately and timely.**
- For removed services, any visits with Date of Service (DOS) after the 12/31/25 removal date will be rejected.

## Aetna Services No Longer Participating Starting 12/31/25

- Aetna will no longer be participating in ANY program requiring EVV. (Aetna remains the OhioRISE plan, but those services do not require EVV.)
- Visits for Aetna with dates of service after **12/31/2025** should no longer be sent to the Aggregator.

Payer	Payer Program	Procedure Code
Aetna	SP	G0151
Aetna	SP	G0152
Aetna	SP	G0153
Aetna	SP	G0156
Aetna	SP	G0299
Aetna	SP	G0300
Aetna	SP	T1000
Aetna	SP	T1001
Aetna	SP	T1001, Modifier: U9

# Aetna Services No Longer Participating Starting 12/31/25 (continued)

- Aetna will no longer be participating in ANY program requiring EVV. (Aetna remains the OhioRISE plan, but those services do not require EVV.)
- Visits for Aetna with dates of service after **12/31/2025** should no longer be sent to the Aggregator.

Payer	Payer Program	Procedure Code
Aetna	MyC	ECL
Aetna	MyC	S5125
Aetna	MyC	T1002
Aetna	MyC	T1003
Aetna	MyC	T1019
Aetna	MyCPD	T2025
Aetna	MyCPD	S5125**
Aetna	MyCPD	T1002**
Aetna	MyCPD	T1003**
Aetna	MyCPD	T1019**

# UHC Services No Longer Participating Starting 12/31/25

- UHC will no longer be participating in the MyCare Ohio program. EVV visits with dates of service after 12/31/2025 should no longer be sent to the Aggregator.
- MyCare services on or after 1/1/2026 with UHC as the Payer will be rejected by Sandata.

Payer	Payer Program	Procedure Code
UHC	MyC	ECL
UHC	MyC	S5125
UHC	MyC	T1002
UHC	MyC	T1003
UHC	MyC	T1019
UHC	MyCPD	T2025
UHC	MyCPD	S5125**
UHC	MyCPD	T1002**
UHC	MyCPD	T1003**
UHC	MyCPD	T1019**

## Anthem Services Starting 1/1/26

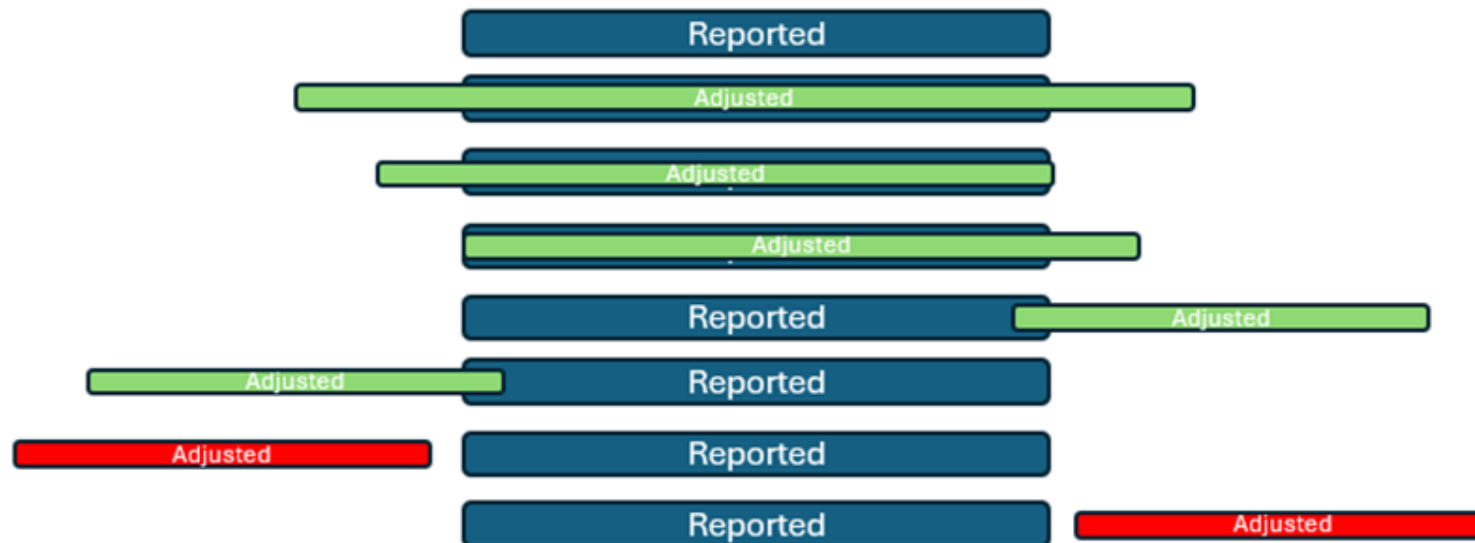
- Anthem will be added as a MyCare Ohio program payer as of 1/1/2026.
- Alt Vendors must add these combos into their systems for services to be captured and sent to the Sandata Aggregator as of 1/1/2026.

Payer	Payer Program	Procedure Code
Anthem	MyC	ECL
Anthem	MyC	S5125
Anthem	MyC	T1002
Anthem	MyC	T1003
Anthem	MyC	T1019
Anthem	MyCPD	T2025
Anthem	MyCPD	S5125**
Anthem	MyCPD	T1002**
Anthem	MyCPD	T1003**
Anthem	MyCPD	T1019**

# Friendly Reminders

## Friendly Reminders (1 of 2)

- The External ID on a visit in the Sandata Aggregator represents the "VisitOtherID" (visit identifier) In your Alt EVV solution sent by your Alt EVV vendor.
- Adjusted Date/Time Limitations and Restrictions:
  - Any call time adjustment message will be rejected by Sandata if the adjusted timeframe does not overlap the originally reported call times of the initial visit message.



# Friendly Reminders (2 of 2)

The “**unauthorized service exception**” is now an “informational only” exception in Aggregator. A provider is not required to make corrections for the visits to show as “verified” within their aggregator.

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Visit Review

Account: [REDACTED] LOG OUT

\* indicates required field

AGENCY: PROVIDER TEST

RECIPIENT: DOE, JOHN

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: 09/15/2025 to 09/15/2025

VISIT STATUS: All

FILTER VISITS BY: All Exceptions

Q SEARCH CLEAR

EXPORT

Show Advanced Filter Options

ROWS PER PAGE: 50 Show Display Options

Showing 1 to 1 of 1 entries

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	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Units	Actions
Doe, John	Jane, Mary	SPHH Aide (G0156)	09/15/2025				06:49 AM	08:57 AM	02:08	06:49 AM	07:49 AM	01:00	01:00	Verified	<input type="checkbox"/>	4	👁

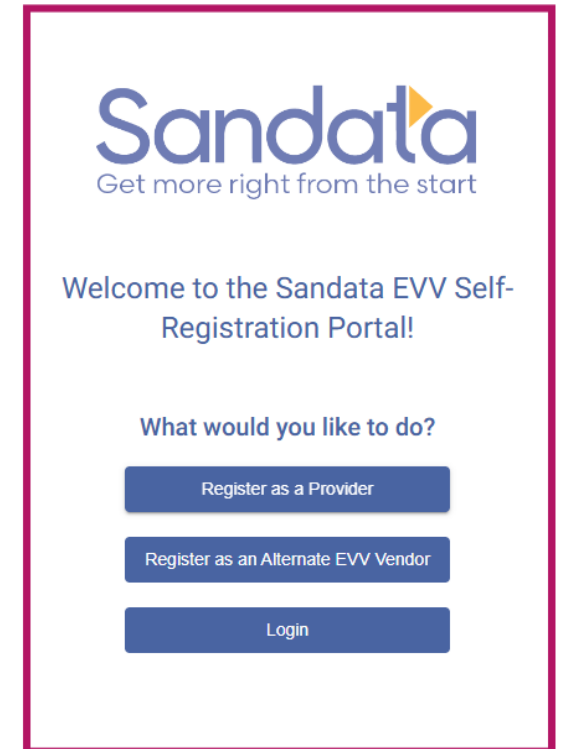
Showing 1 to 1 of 1 entries

# **Independent Providers (IPs) Using Alternate EVV**

## Independent Providers (IPs) Using Alternate EVV

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- Coming soon, Independent Providers will have the ability to register and use an alternate EVV vendor.
- New Independent Providers that have not yet registered for EVV will need to access the [EVV Provider Registration Page](#) and register as an independent provider first.
- Once registered as an independent provider they will need to register a second time to identify which alt EVV vendor they wish to use.



## Alt EVV Registration Process as an Independent Provider:

- IPs will access the EVV Provider Self Registration Portal to “re-register” for an Alt EVV account within the Aggregator.
  - **NOTE: Existing IPs will start from this step if opting to switch**
- Once the Medicaid ID and EIN/TIN information has been entered and confirmed this pop up will appear asking if they would like to switch to Alternate EVV.

### Confirm Switch



It looks like your provider account is already registered with a Sandata EVV account. If you would like to register to use an Alternate EVV vendor, please click the "Switch to Alt EVV" button below.

If you believe you have received this message in error or need help accessing your Sandata EVV account, please contact [Sandata Support](#).

Switch to Alt EVV

## Alt EVV Registration Process as an Independent Provider (continued):

The screenshot shows a web form titled "Alt EVV Registration Process as an Independent Provider (continued)". The form is divided into two main sections: "Provider User Contact Information" and "Additional Information".

**Provider User Contact Information:**

- PROVIDER USER FIRST NAME:** Input field with "JOE" entered.
- PROVIDER USER LAST NAME:** Input field with "WALKER" entered.
- PROVIDER USER EMAIL:** Input field with "joe@walkers.com" entered. A green checkmark is visible next to the field.
- CONFIRM PROVIDER USER EMAIL:** Input field with "joe@walkers.com" entered. A green checkmark is visible next to the field. A "Verify Email" button is located to the right of this field.
- SECURITY CODE SENT TO EMAIL:** Input field with "7vg95mql9j" entered. A "Verify Code" button is located to the right of this field.

**Additional Information:**

Providers have the option to use the state-provided EVV system, Sandata EVV, or an alternate EVV system. If you will be using the Sandata EVV system, please select "YES" below. You will receive an email upon completion of this registration with next steps in the onboarding process. If you will be using a different EVV system, please select "NO" below and specify the software vendor who will be collecting and transmitting your visit data to the state. If you are unsure whether you will be using the Sandata EVV system or an alternate EVV system, please select the "Help me decide" option below.

**AS A PROVIDER, WILL YOU BE USING THE SANDATA EVV SYSTEM TO COLLECT EVV VISIT DATA?**

☐ Yes ☒ No ☐ Help me decide

**WHAT VENDOR WILL YOU BE USING TO ELECTRONICALLY COLLECT VISIT DATA?**

**SELECT A VENDOR**

ABCSRCM

☐ My vendor is not on the list

**VENDOR CONTACT NAME:**

ABCSRCM Contact Person

**VENDOR CONTACT PHONE NUMBER:**

881-233-2323

**VENDOR CONTACT EMAIL:**

J.Doe@abcsrcm.com

**Submit**

Sandata EVV Self Registration Portal © 2025 www.sandata.com

- Selecting the option to Switch to Alt EVV will bring the provider back to the registration form to fill out.
- User information will be prefilled and in read only mode.
  - User can verify email
- In the Additional Information section on the form, you can designate your Vendor choice
- After you submit you will receive a message stating : Your Account has been successfully switched from Sandata EVV to Alt EVV

# Helpful Resources

# Next Steps and Testing

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- Coming in Q4 you will have the ability to utilize your testing credentials to begin testing the service updates outline above.
- Communication will be provided to vendors once this update is accessible for testing.
- Vendors and Providers should be monitoring the DODD visits to ensure claims are matching as of 10/1/25

# 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](mailto:OHAltEVV@sandata.com)
- Sandata OH Alternate EVV support phone, 844-289-4246
- Sandata Office Hours [Registration](#)

# Glossary of Terms

Acronym	Meaning
SMC	Sandata Mobile Connect
EVV	Electronic Visit Verification
Alt EVV	Alternate Electronic Visit Verification
FMS	Financial Management Service
MCOP	MyCare Ohio Plan
MCE	Managed Care Entity
ODM	Ohio Department of Medicaid
ODA	Ohio Department of Aging
DoDD	Department of Developmental Disabilities
IPs	Independent Providers

## Glossary of Terms (continued)

Acronym	Meaning
DCW	Direct Care Worker
DoS	Date of Service
EIN	Employee Identification Number
TIN	Tax Identification Number

# QUESTIONS?

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

# THANK YOU

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