Electronic Visit Verification Resource Guide

Updated: May 13, 2025

Listed below are helpful resources to answer general questions about the Ohio Department of Medicaid's (ODM) Electronic Visit Verification (EVV) program.

What is EVV?

1. EVV allows direct care workers to report service delivery, making sure individuals receive the services they need. ODM's [EVV Fact Sheet](#) has more details.
2. Ohio Medicaid EVV rules are found in [Ohio Administrative Code (OAC) Chapter 5160-32](#). For more information, refer to the links below.
   a. [OAC 5160-32-01](#): EVV Program
   b. [OAC 5160-32-02](#): EVV Data Collection
   c. [OAC 5160-32-03](#): Alternate EVV Vendor
   d. [OAC 5160-32-04](#): EVV Program Providers

Is EVV required?

1. The [21st Century Cures Act](#) requires states to use EVV for certain Medicaid services.
2. Services that require EVV are identified in [OAC 5160-32-01](#) and the [ODM EVV Program and Service Code Guide](#).

If I am a new service provider, how do I get started with EVV?

1. The [Ohio Medicaid EVV Provider Onboarding Checklist](#) will guide you through steps for success.
2. Find more detailed information in the [Sandata Ohio User Guides](#).

Are service providers required to complete training for EVV?

1. If you are an agency or independent provider planning to offer services that require EVV, you must complete the training. This applies whether you use the Sandata EVV system or an alternate EVV system. To access the required training, create a [SandataLearn account](#).
   - After you finish the training, upload your training completion certificate to the [Provider Network Management Module (PNM)](#).
2. Providers can watch the optional [recorded training webinars](#), where trainers walk you through the following topics, with easy, step-by-step instructions.

What if the services I provide do not require EVV?

1. Providers who do not supply services subject to EVV may upload the [ODM 10376 EVV Provider Training Requirement Exception Attestation form](#) to the [Provider Network Management Module (PNM)](#).

How do I access Sandata's EVV system?

1. Providers who are new to providing services that require EVV must create an EVV account. To do this, go to the [Sandata EVV Provider Self-Registration portal](#), choose the Ohio Department of Medicaid from the dropdown menu, and enter your Medicaid ID and EIN/TIN number.
2. Existing providers can log in using the [Sandata EVV System Login Page](#) through OHID with your single sign-on.

How can I stay informed about the latest EVV announcements?

1. ODM sends out a monthly newsletter with important EVV updates and information. If you want to receive this newsletter by email, fill out the [ODM Subscribe Form](#).

Do providers have to participate in EVV if they live with the person receiving services?

1. Providers who live in the same household as the person receiving services can request an EVV exemption using the live-in caregiver [online request form](#).
   - Providers must upload documentation to confirm the shared address. Examples may include:
     - Utility bills
     - Current state ID or driver's license
     - W2
     - Tax return
2. For more information on the live-in caregiver exemption process and requirements, check out the [live-in caregiver infographic](#).

Is ODM updating the EVV claims validation process?

1. Beginning in 2025, Ohio Medicaid claims that require EVV must match with a visit in the EVV system. Claims without a match will be denied, although even if EVV data matches, a claim may still be denied for another valid reason. Please see the EVV claims validation process for details.
2. ODM claims validation requirements will be implemented in seven distinct phases from March 1, 2025, through March 1, 2026. The image below highlights dates for each phased implementation and services associated with them.

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

3. Case managers and enrollment coordinators can use the Quick Reference Guide for tips on helping providers with the claims validation changes.
4. Claims validation training courses are available on demand and provide insight into how to avoid common errors that can result in delayed payments.

Claims Readiness On-Demand Trainings	Training Link
Get Ready for Claims Matching	Replay
Mastering Data Entry Data Entry Q & A	Replay Replay
Visit Maintenance Visit Maintenance Q & A	Replay Replay
Aggregator for Alt EVV Providers	Replay

![Ohio Department of Medicaid]

How do I view the status of a DODD claim that I submitted?

1. Almost all claims for the Individual Options, Level One, and Self-Empowered Life Funding (SELF) waivers are submitted to DODD using the eMBS (enhanced Medicaid Billing System).

2. To see the status of your DODD claim, view your provider weekly reports. These are available in the eMBS. The below image shows the eMBS dashboard, where you can select which weekly provider reports you would like to view.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES
Medicaid Billing System (MBS)

- HOME
- USER GUIDES
- BILLING SUBMISSIONS
- REPORTS
  - Provider Weekly Reports
  - Third Party Reports
  - County Board Use Only
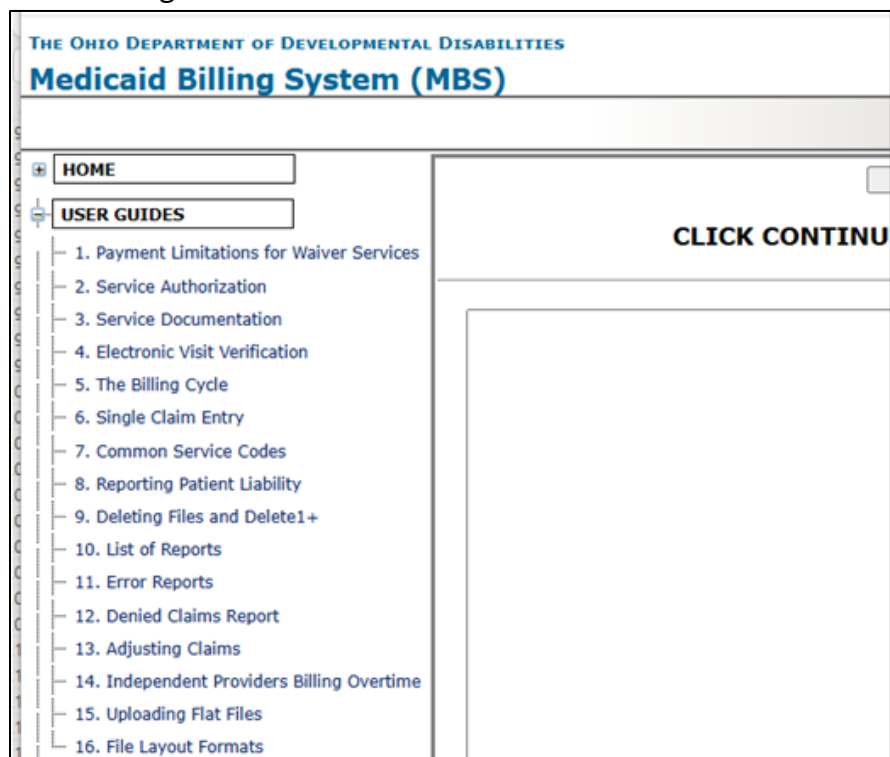- Employee Retention Payment
- ADMINISTRATION

Provider Weekly Reports

Display Files	Folder Name
View	APR25D_04-16-25
View	APR25C_04-09-25
View	APR25B_04-02-25
View	APR25A_03-26-25
View	MAR25D_03-19-25
View	MAR25C_03-12-25
View	MAR25B_03-05-25
View	MAR25A_02-26-25
View	FEB25D_02-19-25
View	FEB25C_02-12-25
View	FEB25B_02-05-25
View	FEB25A_01-29-25
View	JAN25E_01-22-25
View	JAN25D_01-15-25
View	JAN25C_01-08-25
View	2024 Payment Summary
View	JAN25B_01-01-25
View	JAN25A_12-25-24
View	DEC24D_12-18-24
View	DEC24C_12-11-24

1 2 3 4

3. For more information, visit the user guides inside the eMBS system and select the related guide.

What do I do if I have questions about EVV in Ohio?

1. Providers can get help with EVV from a Sandata trainer during daily office hours. Register for a session using this link.
2. If you need help with the EVV app, visit the Ohio Direct Care Worker Video Library, a dedicated space for using the Sandata Mobile Connect app.
3. Search through common questions and/or submit a request for help using the Sandata Zendesk.
4. Check the Contact Information document for a list of helpful contacts based on the topic of your question.