

Electronic Visit Verification Stakeholder Workgroup

March 20, 2025



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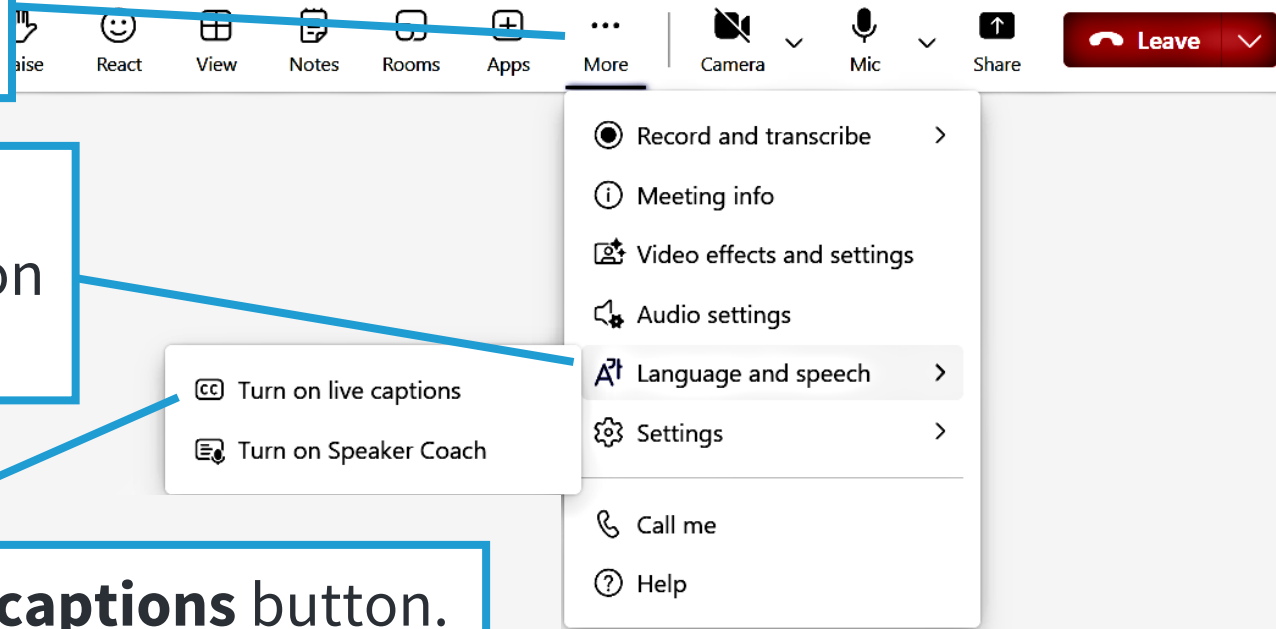
Accessibility (1 of 3)

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.

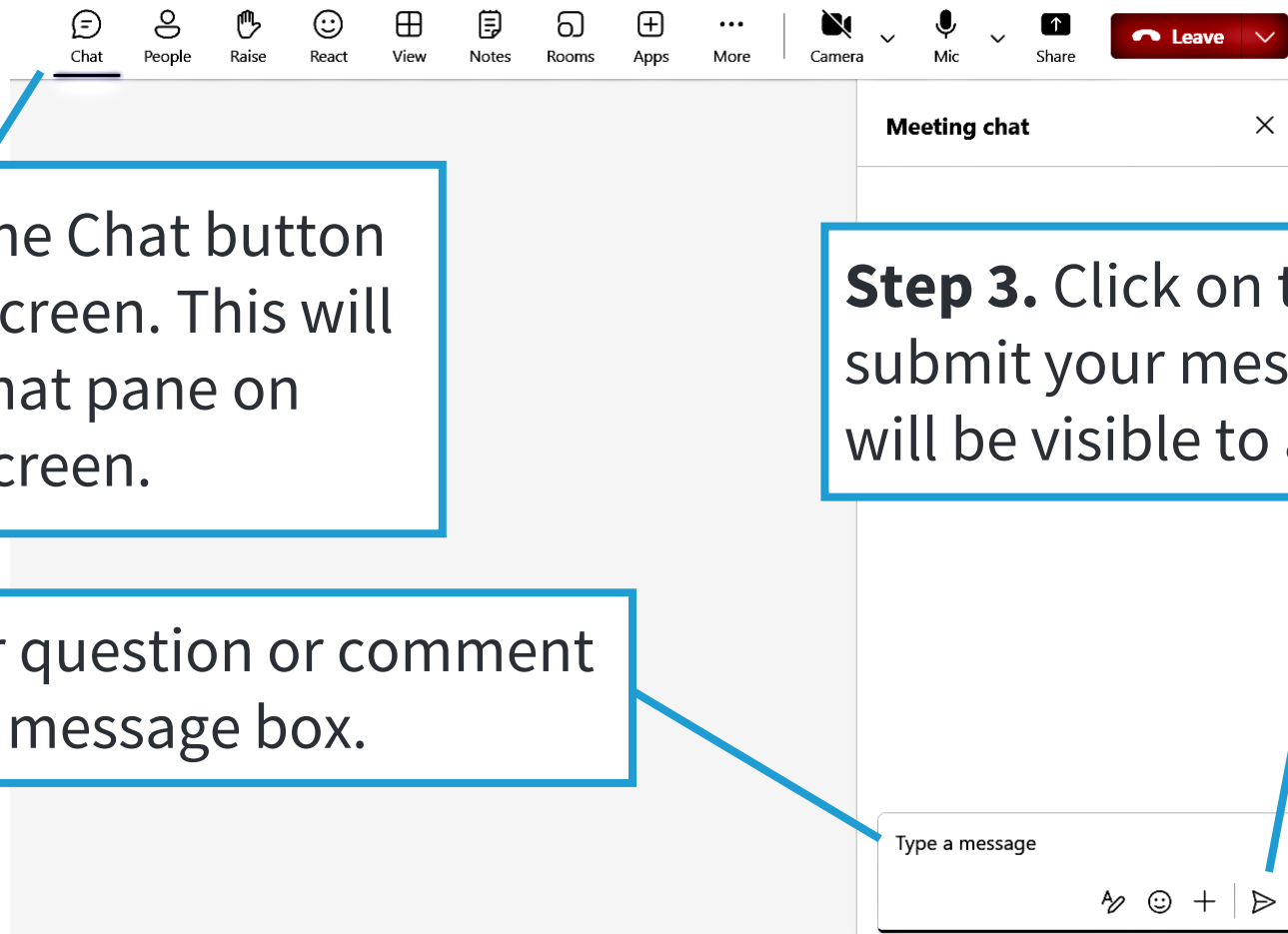
Step 2. Hover your mouse over the **Language and speech** button in the dropdown.

Step 3. Select 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.



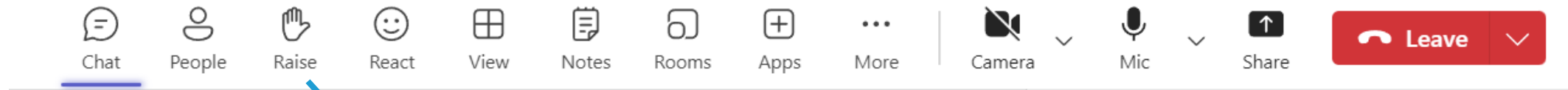
Step 1. Click on the Chat button at the top of the screen. This will open a Meeting chat pane on right side of the screen.

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 hand button at the top of the screen. This will notify the presenter that you have a comment or question.

Step 2. Kindly wait for the presenter to acknowledge your raised hand before you begin speaking.

Today's Agenda

- 1** | Welcome from ODM Assistant Director Steve Voigt
- 2** | About the Electronic Visit Verification (EVV) Stakeholder Workgroup
- 3** | EVV Program Overview and Updates
- 4** | EVV Discussion
- 5** | Announcements and Resources

WELCOME TO THE

Electronic Visit Verification Stakeholder Workgroup



Steve Voigt
Ohio Department of Medicaid Assistant Director

Electronic Visit Verification Stakeholder Workgroup

Overview

Members of the Electronic Visit Verification (EVV) Stakeholder Workgroup will meet monthly to discuss ways to improve and enhance the EVV program in Ohio.

Workgroup meetings will be collaborative and focused on specific topics. To make the most of our time together, topics will be chosen ahead of each meeting.

Electronic Visit Verification Stakeholder Workgroup Members (1 of 2)

The following organizations are represented in today's meeting:

- **Ohio Council for Home Care and Hospice (OCHCH)**
- **Ohio Health Care Association (OHCA)**
- **Leading Age**
- **Ohio Provider Resources Association (OPRA)**
- **Arc of Ohio**
- **Breaking Silences**
- **Ohio Statewide Independent Living Council (OSILC)**
- **Ohio Olmstead Task Force**
- **Managed Care Organizations (MCOs) and MyCare Ohio Plans (MCOPs)**

Electronic Visit Verification Stakeholder Workgroup Members (2 of 2)

The following individuals will be representing ODM, ODA, and DODD.



**Department of
Medicaid**

Ohio Department of Medicaid

- Jesse Wyatt, Deputy Director, Long-Term Services and Supports
- Brandi Nicholson, Section Chief, Interagency Policy (facilitator)
- Noori Morla, Section Chief, Program Integrity and Compliance
- Kristen Judd, EVV Operations Manager, EVV Compliance and Training
- Jeff Corzine, Bureau Chief, Program Integrity



**Department of
Aging**

Ohio Department of Aging

- Lauren Walter, PASSPORT Participant Direction Manager, DCL
- Erika Healy, Provider Oversight Specialist, PASSPORT and AL Waiver



**Department of
Developmental
Disabilities**

Ohio Department of Developmental Disabilities

- Ann Weisent, DSP & Provider Supports Manager, OQI

Members of the Sandata team will also be joining on a listen-only basis.

Electronic Visit Verification Stakeholder Workgroup Topics

- Potential meeting topics may include, but are not limited to:
 - Exploring your experience and issues with claims validation
 - Reviewing outreach efforts and effectiveness
 - Identifying your needs for further training and resources
 - Discussing potential updates to current policies

We want to hear from you!

What EVV topics would you like to discuss in upcoming workgroups?

Type your suggestions in the chat or raise your hand using the features in Teams.

Electronic Visit Verification Program Overview and Updates

Federal and State Regulations (1 of 2)

The [21st Century Cures Act](#) requires states to use electronic visit verification for certain Medicaid personal care and home health services that are delivered in a home or community-based setting. This requirement enhances service delivery, promotes transparency, and ensures that individuals receive the care they need in a timely manner. The Ohio Department of Medicaid launched its EVV solution in 2018.

Federal and State Regulations (2 of 2)

<u>OAC 5160-32-01</u>	Electronic Visit Verification Program: This rule focuses on impacted programs and services.
<u>OAC 5160-32-02</u>	Electronic Visit Verification Data Collection: This rule focuses on requirements and processes for EVV data collection.
<u>OAC 5160-32-03</u>	Alternate Electronic Visit Verification Vendor: This rule focuses on policies and procedures for working with an alternate EVV vendor instead of the state-contracted vendor, Sandata Technologies, LLC.
<u>OAC 5160-32-04</u>	Electronic Visit Verification Program Providers: This rule focuses on expectations and policies for providers and financial management service vendors.

Electronic Visit Verification Overview

EVV requires direct care workers (DCW) who provide certain personal care and home healthcare services to electronically report six items to make sure individuals are receiving the services they need.

- ✓ The **type of service** performed
- ✓ The **individual** receiving the service
- ✓ The **date** of the service
- ✓ The **location** of service delivery
- ✓ The **direct care worker** providing the service
- ✓ The **time** the service begins and ends

For a list of services subject to EVV, please review the [Ohio Medicaid EVV Program and Service Code Guide](#) for more information.

Electronic Visit Verification Claims Processing Changes









ODM is in the midst of rolling out EVV processing claims changes.

Phase 1

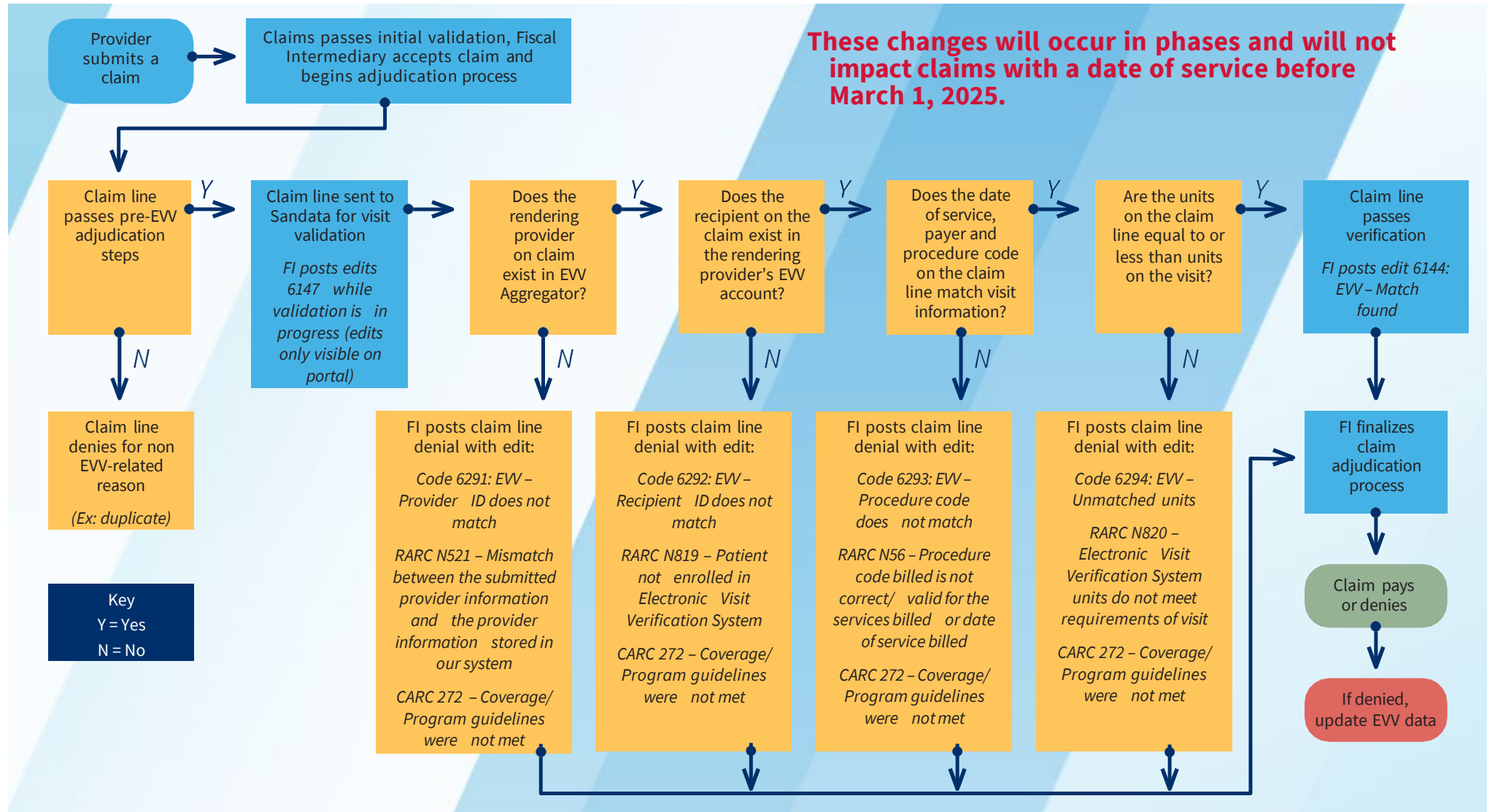
- Phase 1 went live on March 1, 2025.
- This phase impacts home health services billed to Ohio Medicaid.
- Claims that require EVV must have a matching EVV visit record. Claims that do not match will be denied.

Future Phases

- Other providers will be phased in beginning on June 1.
- Full implementation expected by the end of the first quarter of 2026.

 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 	10, 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 Validation Process



Electronic Visit Verification Discussion

Outside of ODM's implementation of the EVV claims processing changes, what aspects of the EVV system or Fiscal Intermediary (FI) system are you most concerned about?

Type your answer in the chat or raise your hand using the features in Teams.



Outside of ODM's implementation of the EVV claims processing changes, what aspects are you most concerned about from a policy perspective?

Type your answer in the chat or raise your hand using the features in Teams.



Outside of ODM's implementation of the EVV claims processing changes, what ODM or EVV processes are you concerned about?

Type your answer in the chat or raise your hand using the features in Teams.



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, April 28 from 2:30 – 4:00 p.m.
- Date/Time for May Workgroup TBD
- Monday, June 23 from 2:30 – 4:00 p.m.

Do you know someone who may be interested in joining EVV Stakeholder Workgroup meetings to listen in?

They can visit [Electronic Visit Verification](#) for meeting information.

Resources and Additional Information



Slides from today's meeting will be posted on ODM's website.

Please refer to this website for additional information about the EVV program.

[Electronic Visit Verification | Medicaid](#)



Do you have questions?

Send an email to interagencypolicy@medicaid.ohio.gov.

THANK YOU

medicaid.ohio.gov