Electronic Visit Verification Stakeholder Workgroup

March 23, 2026

Department of Medicaid

Today's Agenda

1. Welcome and Housekeeping
2. Claims Validation Success Rates for Phases 1-6
3. Sandata On-Demand and Sandata Learn Enhancements
4. Alternate Electronic Visit Verification (EVV)
5. Fraud, Waste, and Abuse
6. Announcements and Resources

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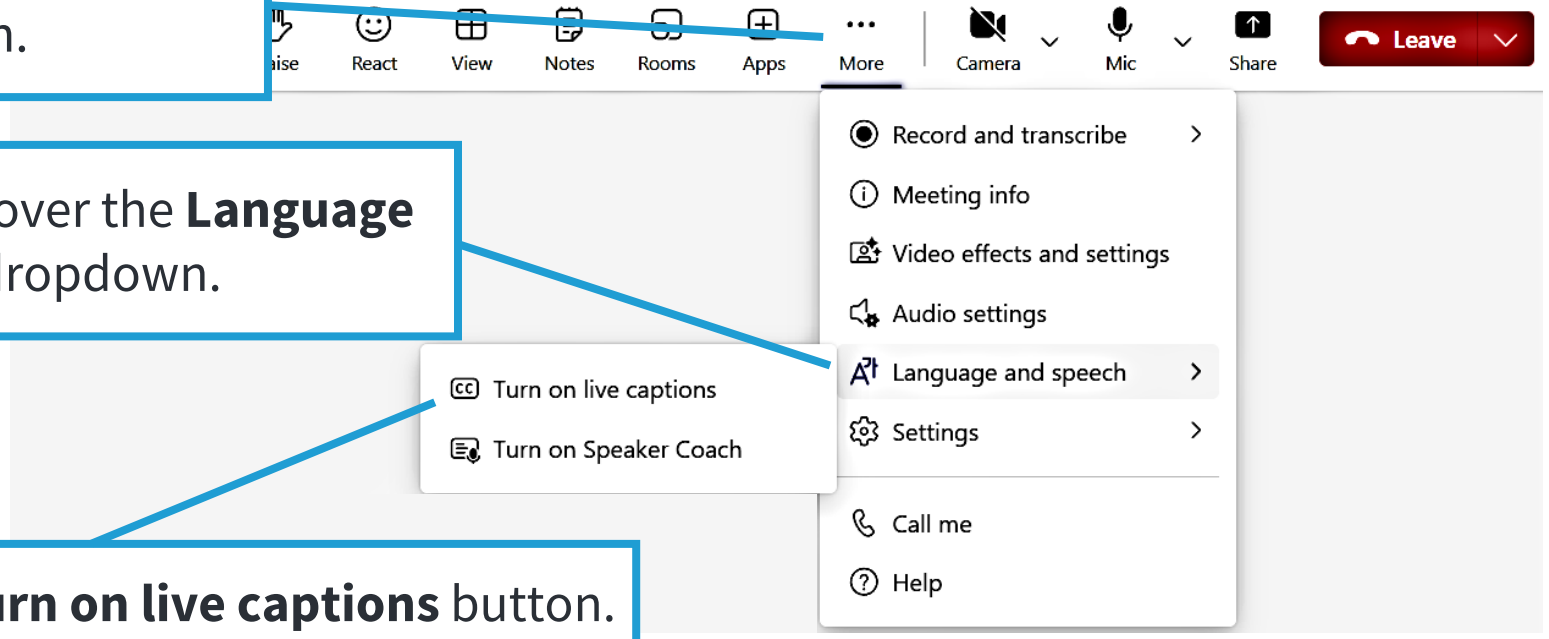
Accessibility (1 of 3)

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.

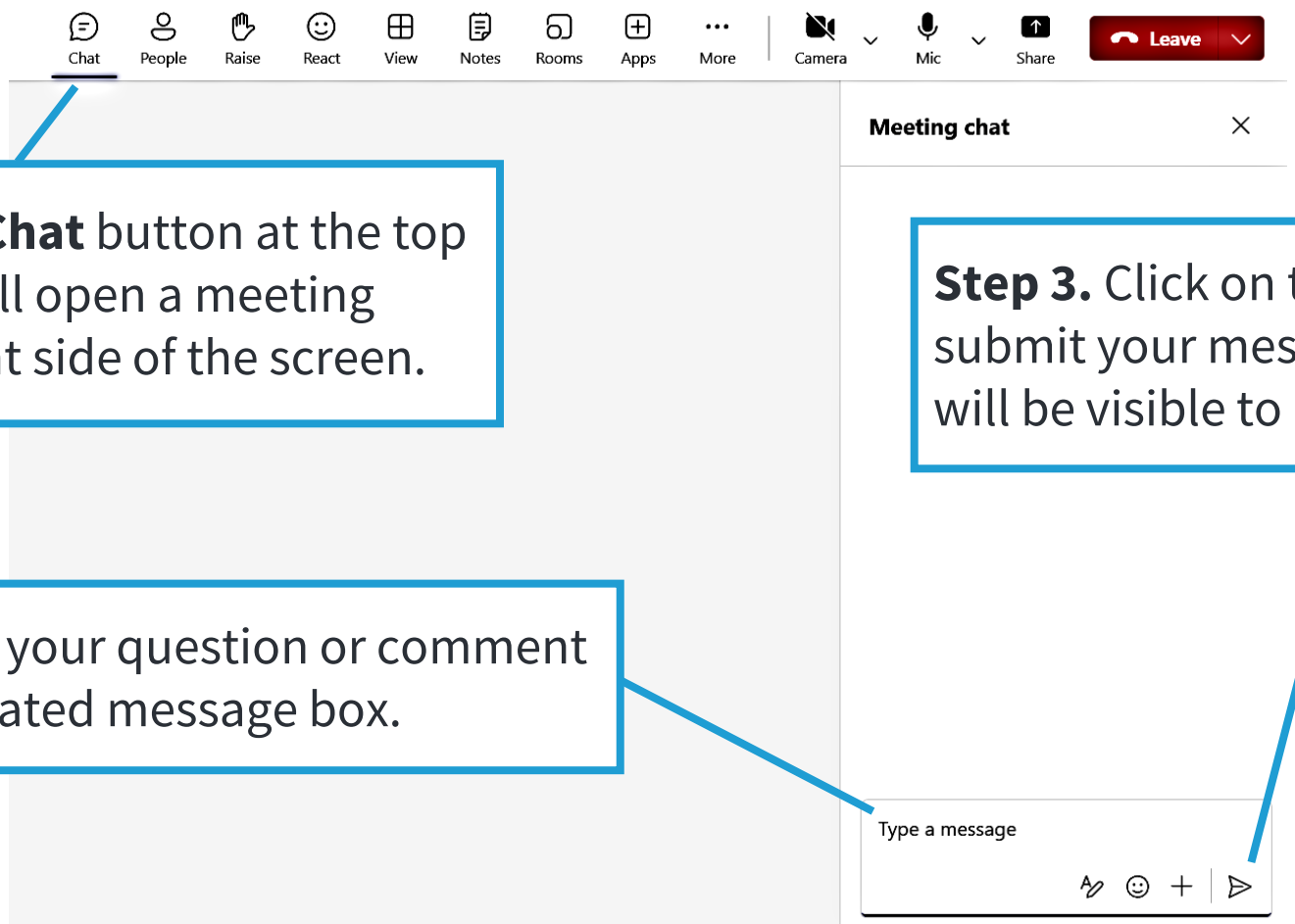
Step 2. Hover your mouse over the **Language and speech** button in the dropdown.

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.



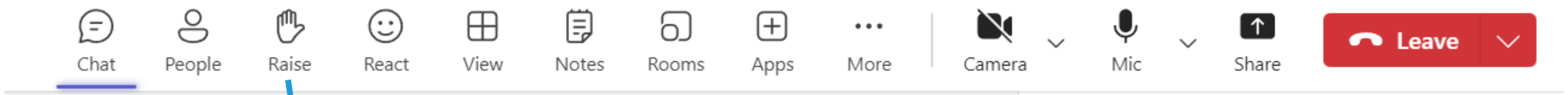
Step 1. Click on the **Chat** button at the top of the screen. This will open a meeting chat pane on the right side of the screen.

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** 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.

We’re Here to Help: Ways to Engage and Get Assistance

We encourage all participants to share their questions and feedback—either in the chat or by raising your hand to speak.

If you have a more detailed or situation-specific question, please take advantage of the following support options:

Sandata Office Hours

Connect one-on-one with a Sandata trainer during daily office hours.

Register here for an upcoming session.

24/7 Sandata Provider Support

Reach out by phone at 1-855-805-3505 or email us at ODMCustomerCareEmail@sandata.com for personalized assistance.

Claims Validation Success Rates for Phases 1-6

Current Status of Compliance – Success Rate Phases 1-6

Success Rate = Claims that match with a visit in the EVV system.

Phase	Effective Date	Pre-Go-Live Success Rate	Post-Go-Live Success Rate
1	March 1, 2025	46.9%	90.9%
2	June 1, 2025	55.8%	90.6%
3	June 1, 2025	51.1%	91.5%
4	August 1, 2025	60.7%	97.2%
5 – Direct Bill to ODM	October 1, 2025	46.6%	88.3%
5 – DODD	October 1, 2025	60.0%	99.9%
6 – Direct Bill (OHCW services)	January 1, 2026	61.0%	87.8%

The data above covers the period from the phase start (effective) date through March 4, 2026.

New Enhancements to Come!

What is Changing

Sandata On-Demand

is moving to the

Sandata Knowledge Base

New look and feel

New direct URL

Sandata Learn

is moving to

HHAeXchange University

New URL to access

Zendesk

is moving to the

Client Support Portal

New client support portal

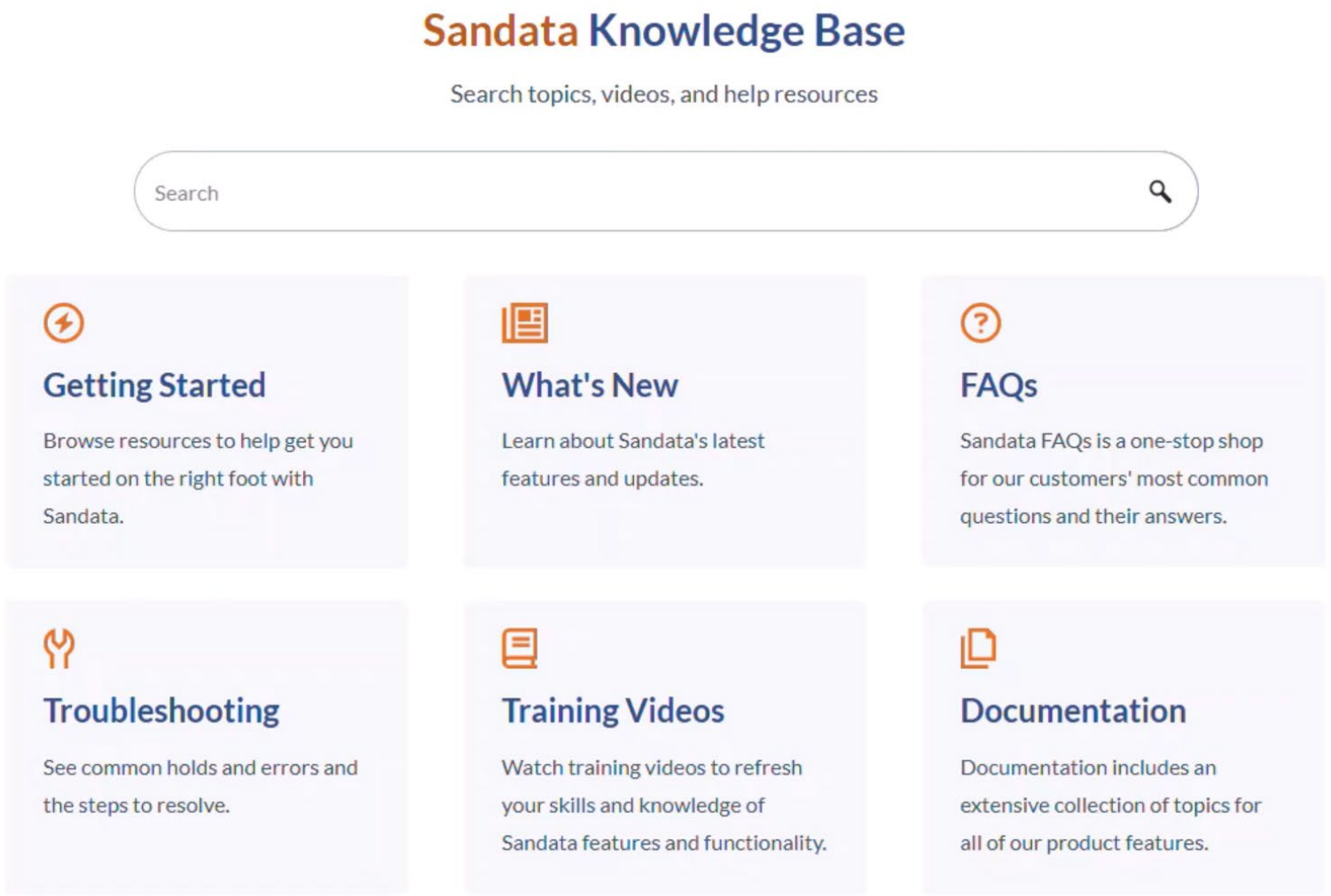
Tickets are now called cases

Sandata Knowledge Base

Sandata On-Demand to Sandata Knowledge Base

Sandata On-Demand is getting an upgrade!

The new Sandata On-Demand offers improved functionality, easier navigation, and a refreshed look and feel. The knowledge content you rely on will remain the same.



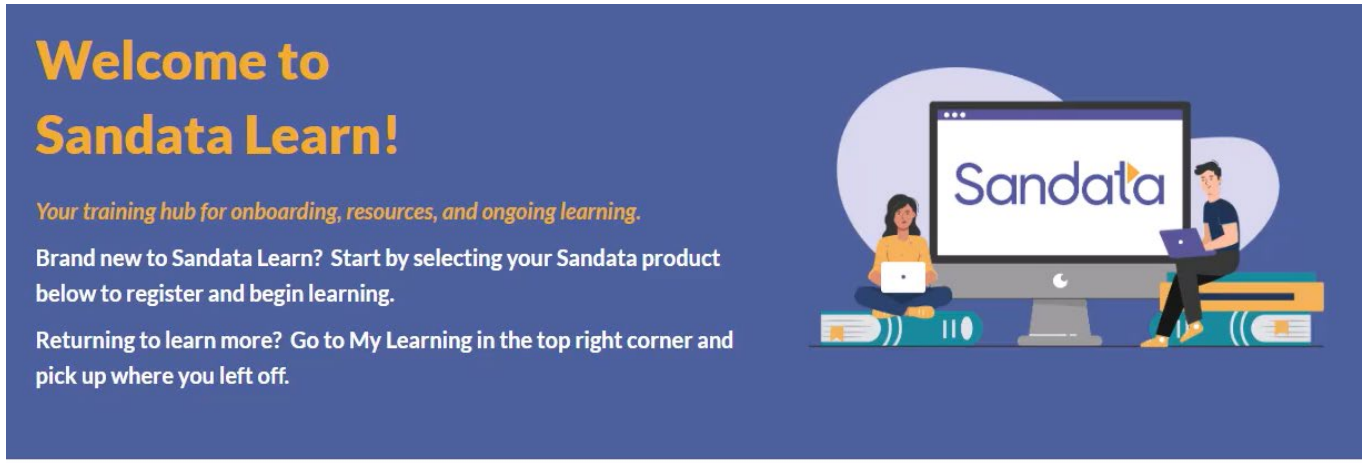
Sandata Knowledge Base:
What's Not Changing and Helpful Resources

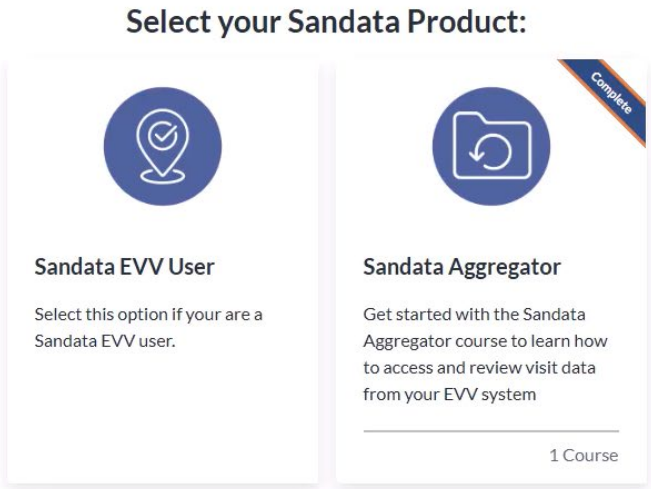
- The content available on Sandata On-Demand will be the same content available on the Knowledge base.
- The Top 100 articles on Sandata On-Demand will redirect to the corresponding articles in Sandata Knowledge Base moving forward.
- Take a look at the new Sandata Knowledge Base.

Sandata Learn on HHAeXchange University

Sandata Learn through HHAeXchange University

Sandata Learn is getting a new home and we are introducing **Caree**, your virtual assistant for instant answers and training resources. Caree can respond to inquiries and will recommend related content to further your learning experience.





Ohio Department of Medicaid

Sandata Learn:

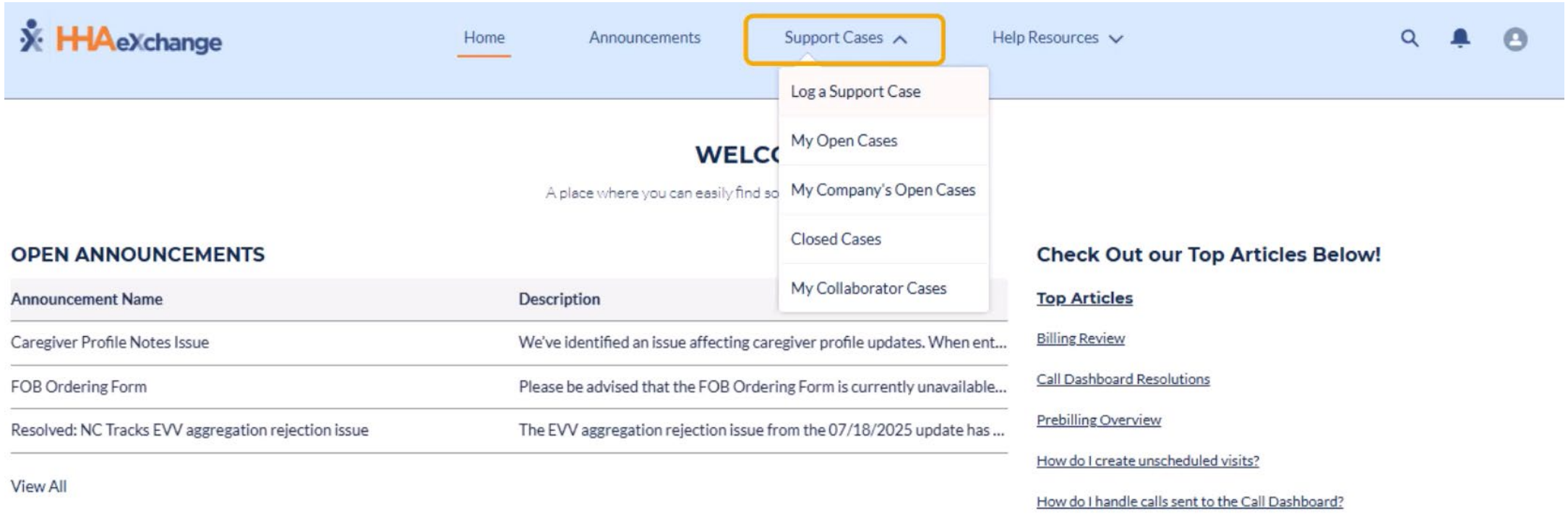
What's Not Changing and Helpful Resources

- Pre-established users will still have access to the current Sandata Learn site.
- If you are still completing training come April 20, you will still be able to log into Sandata Learn to complete your sessions.
- The same video content will be available on either site.
- Take a look at the new Sandata Learn through HHAeXchange University.

Zendesk Support to Client Support Portal

Zendesk to Client Support Portal

You'll still be able to submit support tickets just as you do today; the only change is that ticket submission will now live in a new location. Previously, Sandata On-Demand and the Zendesk Support Portal were part of the same platform. With this update, they will be available as two separate sites to provide a clearer, more streamlined experience.



Client Support Portal:
What's Not Changing and Helpful Resources

- Any current open tickets will automatically move to the new Client Support Portal to create a new case (ticket).
    - You will receive an email that contains your case and original Zendesk ticket number for reference.
    - Tickets will be assigned to the same departments for review.
    - Tickets will remain linked to your account for review and access through the support portal.
    - Tickets will not lose priority upon moving.
- You will be able to access the Client Support Portal using your OHID single sign on process.
- Support phone numbers and emails will NOT change.
- Take a look at the new Client Support Portal.

Provider Support Ticket Distribution

Month	Phone	Email	Webform	Chat
September 2025	88%	5%	7%	1%
October 2025	91%	3%	5%	1%
November 2025	91%	3%	5%	1%
December 2025	90%	3%	5%	1%
January 2026	91%	3%	5%	1%
February 2026	93%	2%	4%	1%

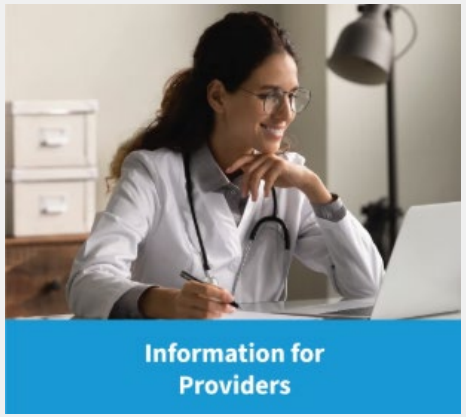
Alternate Electronic Visit Verification

Alternate Electronic Visit Verification: Vendors

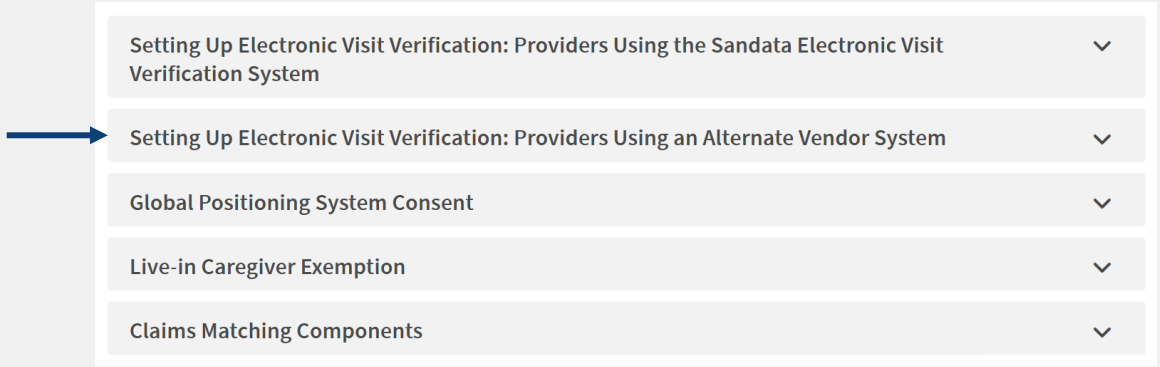
Providers can choose to use the Sandata EVV solution, available at no cost, or an ODM-certified alternate (alt) EVV solution that collects the required EVV data elements and submits the data to the Sandata Aggregator.

There are currently **73** ODM-approved alt EVV vendors. To view a full list of these vendors, visit medicaid.ohio.gov/evv.

1. Scroll down and click on the "Information for Providers" tile.



2. Expand the "Setting Up Electronic Visit Verification: Providers Using an Alternate Vendor System" drop down to view the list.



Please note: ODM will begin looking at alt EVV data more closely for compliance.

What has your experience been like working with alt EVV vendors?

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

Fraud, Waste, and Abuse

Fraud, Waste, and Abuse: Background

The federal government is prioritizing efforts to stop fraud in Medicare and Medicaid, with the goal of lowering costs for patients and taxpayers.

CMS launched an initiative to invite ideas and collaboration from stakeholders to strengthen anti-fraud rules and detection across federal health programs.

For more information and to read the full CMS announcement, click here.

What can ODM do differently to avoid potential fraud, waste, and abuse in EVV?

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 27 from 2:30 – 4 p.m.**
- Tuesday, May 26 from 2:30 – 4 p.m.
- Monday, June 22 from 2:30 – 4 p.m.

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.

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

- Browse the Resource Guide to find helpful resources on the EVV website.
- Sign up for the monthly EVV newsletter using the ODM Subscriber Form.
- If you need assistance with the Sandata system, you can register here for office hours.
- ODM is developing a series of short videos to assist you with EVV. Watch them here:
    - What is EVV?
    - Getting Started with EVV
    - EVV Login Challenges
- If you have additional questions, send an email to interagencypolicy@medicaid.ohio.gov.

THANK YOU

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