

## Electronic Visit Verification July 1 Policy Updates and System Enhancements Frequently Asked Questions

Below are responses to frequently asked questions regarding the July 1 policy updates and Electronic Visit Verification (EVV) system enhancements. The [Ohio Department of Medicaid \(ODM\) EVV website](#) has been updated and it is important that providers are using the correct link.

### **Sections – Quick Links**

- [Single Sign On, OHID](#)
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- [Live-in Caregiver Exemption](#)
- [Alternate EVV and Integration](#)
- [EW Devices](#)
- [EW Website](#)
- [EVV Training on Enhanced System](#)
- [EVV Claims Adjudication](#)
- [EVV Support and Resources](#)
- [Sandata Office Hours](#)

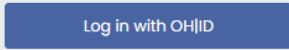
### **Single Sign-On, OHID**

#### **1. Where can I locate my OHID account information?**

Providers must have an OHID account to access the Sandata systems. If you already have an OHID but need help signing in, account recovery can be found at [OHID online](#). Additional support can be found at the [Help OHID page](#).

If you do not have an OHID account, go to [OHID online](#) to create one. The [OHID Multi-Factor Authentication \(MFA\) Job Aid](#) provides assistance in creating an account.

#### **2. I am a **NEW USER** to EVV and have never logged into the EVV Portal and Sandata Aggregator system before. I have received my temporary password from Sandata via email. How do I access the system?**

- Go to [Ohio \(OH ODM\) – Sandata Technologies \(zendesk.com\)](#).
- Click on the following button: 
- You will be redirected to the Sandata EVV login page.



- Enter in the highlighted fields and use your temporary password from the Sandata email you have received:

Sandata  
Get more right from the start

\* Indicates required field

AGENCY  
STX

USERNAME\*  
Enter Username

PASSWORD\*  
Enter Password

REMEMBER ME

LOGIN

FORGOT PASSWORD?

[Privacy Policy](#)

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Usage Agreement: You are accessing this information system using your unique credentials, and the sharing of credentials is strictly prohibited. Use of this information system indicates consent and acknowledgement that your activity may be monitored, recorded and subject to audit. Unauthorized use of this information system is prohibited and subject to criminal and civil penalties.

- You will be prompted to reset your password. Reset your password.
- You will be redirected to the Ohio EVV landing page.

- Click on the following button:

Log in with OHID

- You will be redirected to the OHID sign in to access the system.
  - If you do not have an OHID login, you will need to create one. Please refer to the [OHID MFA Job Aid](#) for assistance in creating an OHID account and setting up MFA.
  - If you do, you can login and access the system.
    - If you are redirected back to the [evv.sandata.com](http://evv.sandata.com) page and see a “404” error, clear your browser cache, close the browser, and try to login again using the [Ohio EVV Landing page](#).

### 3. How do I clear my browser cache?

When a website is updated, you may need to clear your cache to access the new page. Clearing your cache removes the previously stored information for the website but does not remove saved passwords. For instructions on how to clear your cache, click the link below that corresponds with the browser you are using.

- [Google Chrome Cache Settings](#)
- [Mozilla Firefox Cache Settings](#)
- [Microsoft Edge Cache Settings](#)
- [Safari Cache Settings](#)

**4. Why am I getting an error when I try to update my password in the Sandata EVV Portal and Sandata Aggregator system after I have logged into OHID?**

Once an OHID account has been created, passwords can only be updated through that platform. Passwords cannot be reset in the Sandata system.

**5. What do I do if my email address in OHID is not the same email address in the Sandata EVV Portal/Sandata Aggregator system?**

Providers with a mismatching email address will need to either update their email address in OHID or the Sandata EVV system to ensure that they match.

**6. What should I do if I get an error when logging into the Sandata EVV Portal/Sandata Aggregator system?**

Users experiencing issues with SSO should first clear web browser cache, cookies, and history. Contact the Ohio Medicaid Integrated Help Desk (IHD) if the problem continues. Please refer to the EVV Support and Resources section for additional information. For instructions on how to clear your cache, click the link below that corresponds with your preferred web browser.

- [Google Chrome Cache Settings](#)
- [Mozilla Firefox Cache Settings](#)
- [Microsoft Edge Cache Settings](#)
- [Safari Cache Settings](#)

**7. I am trying to login to the EVV Portal and Sandata Aggregator system and am getting a 404 error, what do I need to do?**

The email address in Sandata EVV or the Sandata Aggregator system must match the email address in Ohio's Digital Identity Platform, or OHID system, for the single sign-on (SSO) functionality to work.

If you are experiencing issues accessing the Sandata EVV or the Sandata Aggregator system, it is possible that the email address used for Sandata EVV or the Sandata Aggregator system does not match the email associated with the OHID login account.

Below is an example of an error that you may be seeing.

# 404

Page Not Found

Sorry, but the page you are looking for has not been found. Try checking the URL for error, then hit the refresh button on your browser or try finding something else in our app.

If you work for an agency, please contact your administrator to change the email address in the Sandata system to match the email address associated with your OHID login account. If you do not work for an agency or do not know your email address in the OHID login account, please contact IHD at 800-686-1516 and choose Option 7.

## **Logging Visits**

### **1. What methods are available to log visits?**

#### **Use the Sandata App on your own device**

Direct care workers (DCW) and independent providers are encouraged to log visits by using their own mobile devices with the Sandata Mobile Connect (SMC) application. Please visit the below links to download:

- [SMC - Google Play Store](#)
- [SMC - Apple Store](#)

#### **Using a State-provisioned Sandata device**

State-provisioned devices will no longer be kept in members' homes. Devices issued prior to July 1 will be deactivated and providers may choose to request a new State-provisioned Sandata device at [eTRAC](#). If you have questions about device ordering, please reach out to the Provider Support Hotline at 855-805-3505.

#### **Using the Sandata telephony system**

Telephony, or Telephonic Visit Verification (TVV) is a method that DCWs can use to log a visit and capture visit data. This method requires the DCW to call a specific phone number. This phone number can be found in the agency/independent provider's welcome kit on [eTRAC](#). Independent providers will also need their telephony passcode.

[TVV Call Reference Guides](#) offer step- by-step instructions that assist agency DCWs and independent providers to capture visits by placing a phone call. The intent is for each DCW to have a printed copy of the guide with the assigned toll-free number, account number, Santrax ID number and passcode (if applicable) filled in for easy reference. There are fields within the guide that are auto populated via the Sandata system, so it is best practice to print the guide directly from eTRAC. Below is a list of the required elements to place a successful TVV call, and where certain types of providers can find that information.

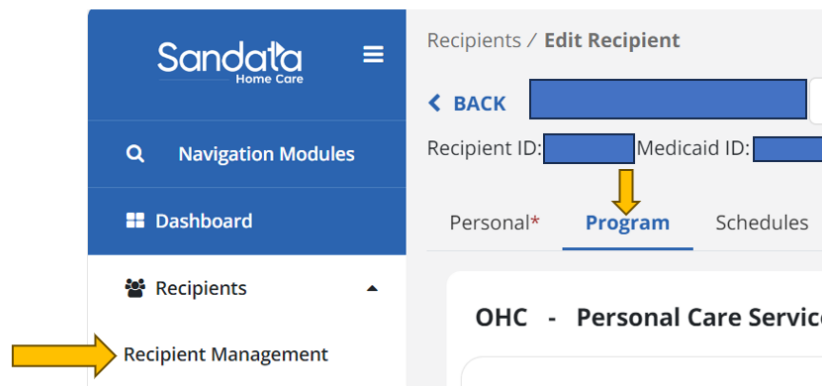
- Independent Providers
  - Assigned Toll-Free Number: located only in the template when printed from [eTRAC](#).
  - Santrax ID: located in the DCW/Employee record, this will auto-populate in this template when printed from [eTRAC](#).
  - Recipient's ID: located in the Recipient record.
  - Your Telephony Passcode: located in the DCW/Employee record, this will auto-populate in this template when printed from [eTRAC](#).
  - Service ID: located only in the Ohio [service list](#) resource.
- Agency Providers
  - Assigned Toll-Free Number: located only in the template when printed

- from [eTRAC](#).
- Your Santrax ID: located in the DCW/Employee record, managed by agency administrative staff.
- Your Recipient's ID: located in the Recipient record, managed by agency administrative staff.
- Service ID: located only in the Ohio [service list](#) resource.
- Manual Entry
  - Manual visit entry is only permissible in the event verification through a device with an application or telephony is not available or appropriate based on the immediate needs of the individual. It is not to be used for routine visit verification.
  - [Click here for information on using the Sandata system for manual entry of visits](#): For more information about the Sandata system, please visit [Sandata On-Demand](#).

If using an alternate EVV method, click [here](#) to visit the ODM alternate EVV system webpage.

## 2. What is an authorization in the EVV Sandata system?

An authorization in the Sandata system is the record that links the recipient and the provider. Authorizations are found in the Recipient Management menu, Program tab.



## 3. Is an authorization necessary to capture a visit?

Authorizations are not necessary to capture a visit, however, authorizations are necessary to get a visit in the Verified or Processed status to be eligible to be matched to a claim. Without an authorization for the recipient that matches the payer, program, and service on the visit, the visit will show an Unauthorized Service exception. A correct authorization added after the visit is captured will be resolved automatically in the system if the authorization covers the date of the visit. For more

information on creating authorizations visit [Creating an Authorization](#) on Sandata On-Demand.

**4. Did historical accounts that had an active payer, program, and service tied to a recipient generate an authorization for the recipient in the enhanced system?**

Yes, Sandata did migrate the payer, program, and service details to create an active authorization to provider accounts, however some migrated authorizations will appear on the recipient screen as locked and are unable to be edited at this time.

If a user sees an authorization that is locked and they are unable to edit the authorization, or the authorization is inaccurate, they can delete the authorization by clicking the bin icon and create a new one.

**5. When documenting the location of service, how do I determine whether it qualifies as home or community?**

If the service is not being provided at the individual's home of record, then the DCW would document community as the location. For example, if an individual service plan (ISP) allows for services to take place somewhere other than the individual's home (for instance at the parent's house) that would qualify as community for documentation purposes.

**6. When I try to login to the SMC application on a smart device/phone, I am getting an "inactive user error." What do I do?**

Reset your password directly on the SMC application and follow prompts to reset your password. You should be able to successfully login after resetting your password.

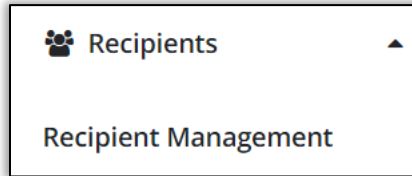
**7. I work overnight shifts and when I log into the SMC app to end my visit, I am not able to find it within the app; what do I do?**

ODM is actively working with Sandata to update the settings in the app to allow overnight visits to be visible within SMC. Until this has been updated, providers do have the ability to utilize telephony to end the visit.

**8. I can't find a recipient's record, is there something I need to do?**

Locating a recipient record can be done by changing the filter options to see all recipient records. Follow these steps:

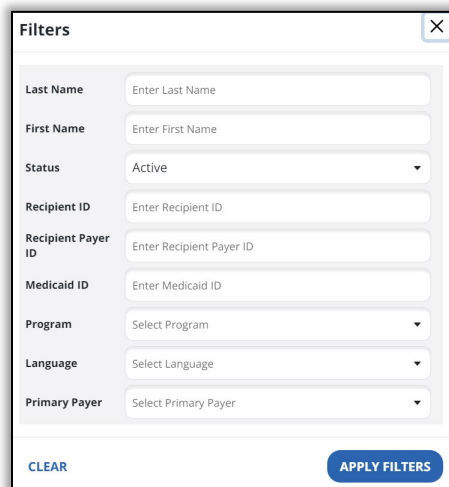
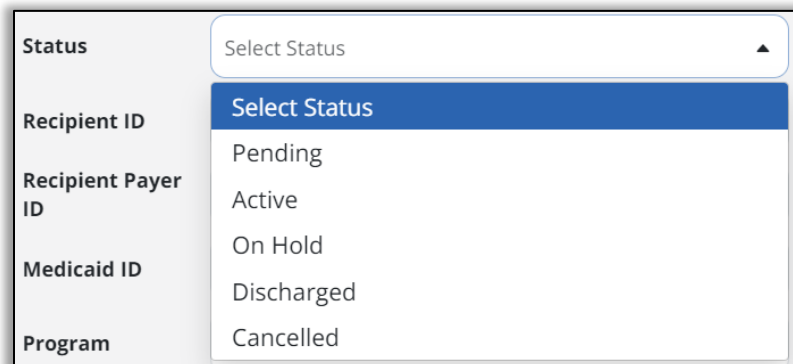
- a) Select **Recipients**, then select **Recipient Management**.



- b) Select the **Filter** option in the upper right corner of the screen.



- c) Change the **Status** field to **Select Status**.

A screenshot of a "Filters" dialog box. It contains several input fields: "Last Name" (text input), "First Name" (text input), "Status" (dropdown menu with "Active" selected), "Recipient ID" (text input), "Recipient Payer ID" (text input), "Medicaid ID" (text input), "Program" (dropdown menu with "Select Program" selected), "Language" (dropdown menu with "Select Language" selected), and "Primary Payer" (dropdown menu with "Select Primary Payer" selected). At the bottom, there are "CLEAR" and "APPLY FILTERS" buttons.A screenshot of a dropdown menu for the "Status" field. The dropdown is open, showing a list of options: "Select Status" (highlighted in blue), "Pending", "Active", "On Hold", "Discharged", and "Cancelled".



d) Select **Apply Filters**.

CLEAR **APPLY FILTERS**

e) The screen will be refreshed to show all Recipient records.

RECIPIENT	STATUS	PROGRAM
+ Williams, James	● Active	DD
+ Wayne, Thomas	● Pending	SP
+ Wayne, Richard	● Pending	SP

### **Optional Global Positioning System Capture**

#### **1. Is Global Positioning System (GPS) required for logging services?**

No. **Capturing GPS coordinates is optional** and may only be done with written consent of the person receiving services. However, location must be captured for all logged visits by documenting the location as either taking place in the individual home or community at the start and end of the visit. Location and GPS are not interchangeable terms. ODM provides a consent form for provider use: [ODM 10375 EVV GPS Consent form](#).

#### **2. Can I use my own GPS consent form?**

Yes, you may use your own consent form if it collects all the data elements contained in the ODM form. However, we highly recommend using the [ODM 10375 EVV GPS Consent form](#) to correctly capture these data elements. Providers must demonstrate that consent has been obtained and maintained. Consent is effective from the date of recipient's signature on this form for a period of one year (365 days). ODM, Ohio Department of Aging (ODA), Ohio Department of Developmental Disabilities (DODD), or their delegates may request proof of consent at any time.

#### **3. What if I complete a service with a person who consents to GPS, but at my next appointment the person I serve does not consent?**

Consent for the use of GPS may be revoked at any time. When the recipient does not provide consent to capture GPS for purposes of EVV, then the provider must have the capability to turn off the GPS capture of a visit. If the consent is revoked, the consent form must be updated to reflect the person's decision.

### **Live-in Caregiver Exemption**

Beginning July 1, as stated in [Ohio Administrative Code \(OAC\) Chapter 5160-32](#), the EVV program permits an exemption to EVV capture requirements when the DCW, also referred to as a live-in caregiver, is a resident of the same household as the individual receiving services.

If you believe you are eligible for this exemption, please fill out and return [ODM Form 10374](#), along with all required documentation through an encrypted email to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov) or fax to 614-318-4956. Decisions regarding approval will be sent via email. DCWs must continue to log all services subject to EVV until the submitted EVV exemption request is approved by ODM. ODM is working diligently to process all EVV Live-in Caregiver Exemption forms. We request your patience as we complete the process.

#### **1. Who is eligible for the live-in exemption?**

DCWs over the age of 18, living in the same residential household full time may qualify for the live-in exemption. Examples include, but are not limited to, a shared living provider or spouse providing a service that requires EVV.

#### **2. What does “exemption” mean?**

An exemption to EVV capture requirements means that the DCW, who resides at the same residence as the recipient of services, is not required log visit data outlined in [OAC Rule 5160-32-02](#) into the EVV system (Sandata or alternate vendor systems) for any of the services subject to EVV requirements. If a DCW is an employee of an agency (not an independent or self-directed provider) they may be required to document data elements in another manner.

#### **3. If exempt, what would be required for documentation? Would I have to clock in and out through another method?**

You would not be required to document data elements in the EVV system, but you may be required by your agency to document data elements in another manner.

#### **4. What do I do if I don't have an approval yet?**

DCWs must continue to log all services subject to EVV until the submitted EVV exemption request is approved by ODM. Listed below are the recommended methods for capturing visits (not an all-inclusive list).

- New SMC app (recommended) – [Apple Store/Google Play](#)
- Phone call (Telephony)

### **5. Where can I find the exemption form?**

The ODM 10374 (6/2024) EVV live-in caregiver exemption form is available at Ohio [Medicaid Forms | Medicaid \(ohio.gov\)](#). Forms are listed by file name and can be searched with keywords.

To request this exemption, complete the form in its entirety and submit along with required documentation. Please submit all required documents through an encrypted email to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov) or fax to 614-318-4956. ODM will not accept requests through any other submission method. Decisions regarding approval will be sent via email after July 1. Prior to submitting the exemption request form, the provider must ensure the DCW /employee record and recipient record are in the Sandata EVV system. For those providers using an Alternate EVV vendor and/or fiscal management service (FMS) entity, the DCW /employee record and recipient record must be documented in the State's Sandata Aggregator system.

### **6. How do I prove I live with the person I am serving?**

Documentation of a shared address is required and must be submitted with the exemption request form to be considered for an exemption. Examples of accepted proof of address include utility bills, current state ID or driver's license, W2, or tax return. Any changes to your live-in status must be reported to the agency with which you are affiliated and to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov) within five business days. ODM may request verification of your live-in status at any time and verification of your live-in status is subject to review to ensure that program requirements are being met.

### **Alternate EVV and Integration**

**1. I'm already using an alternate EVV system? Do I have to do anything different?**

No. Existing vendors are not required to do anything differently, including system retesting if applicable.

**2. Does the alternate system have to be recertified?**

No. Please see [Alternate EVV system webpage](#) for more information.

**3. Does the vendor need to do another system demonstration?**

No. Please see [Alternate EVV system webpage](#) for more information.

**4. How can I tell if my alternate EVV system vendor is certified in Ohio?**

Providers should contact their vendor.

**5. With the changes to the Sandata system, does my vendor also have to make changes to their system?**

Yes. It is the vendor's responsibility to ensure they have reviewed and are compliant with current published specifications.

**6. Where can I find training for the Sandata Aggregator system?**

New providers can find training resources at <https://www.sandatalearn.com/>.  
Existing providers can find resources at <https://sandata.zendesk.com>.

**7. Can I use an alternate vendor as an independent provider?**

No. Please see [Alternate EVV system webpage](#) for more information.

**8. Do providers of participant directed service who are paid through FMS vendors (PPL and GT Independence) use Sandata to log visits?**

No, FMS vendors are required to capture EVV data as an alternate vendor.

**9. Is alternate EVV vendor only for agency providers? Can independent providers use Alternate EVV vendor?**

Alternate EVV vendor is only for agency providers. Independent providers must use Sandata.

## **EVV Devices**

Device management is organized through an electronic platform called eTRAC. This portal is where devices are ordered and monitored to accounts.

Visit <https://etraonline.net> to:

- Retrieve your welcome kit
- Order a device
- Find instructions to return devices

### **1. What do I do if a device doesn't work?**

Text "DEVICE" to 855-998-5551 or call 855-805-3505.

### **2. Is there a number to call for issues with devices?**

Text "DEVICE" to 855-998-5551 or call 855-805-3505.

### **3. Does the device go to me (the provider) or to the individual?**

Devices are delivered to the provider for use by caregivers. Devices are no longer placed in individual's homes.

### **4. Do I have to pay for the device when I order it?**

Devices are provided by the State of Ohio at no cost to the provider. These devices are owned and operated by ODM and are expected to be used. Usage will be monitored by Sandata and ODM.

### **5. If I break the device, do I have to pay to get it fixed?**

Devices are provided by the State of Ohio at no cost to the provider. These devices are owned and operated by ODM and are expected to be treated as a medical device. Please text "DEVICE" to 855-998-5551 or call 855-805-3505 for a replacement. Excessive damage or repeated replacements are monitored by Sandata and ODM.

### **6. My device was stolen/lost, what do I do?**

Text "DEVICE" to 855-998-5551 or call 855-805-3505.

### **7. My client doesn't want the device in their home. What should I do?**

Devices are no longer placed in individual's homes. Devices are assigned to providers or caregivers and should be kept with them.

## **EVV Website**

### **1. What do I do when I receive an error message (i.e., 404) when attempting to access website links for EVV?**

Clear cache, cookies, and history and if this does not resolve the issue, please contact the EVV hotline at 855-805-3505. To clear cache, click the link below that corresponds to your preferred web browser:

- [Google Chrome Cache Settings](#)
- [Mozilla Firefox Cache Settings](#)
- [Microsoft Edge Cache Settings](#)
- [Safari Cache Settings](#)

### **2. Where can I find newsletters and webinars?**

The [ODM EVV website](#) has changed. The site has been reorganized to keep all current information accessible from the landing page. Links to documents, other websites, and critical resources are found under the drop-down menus separated by topic. Key links to newsletters, webinars, tools, and documents can be found by visiting the “Additional Information” section at the bottom of the page.

**EVV Training on Enhanced System****1. How can I get started with EVV Training?**

Training is available in <https://www.sandatalearn.com/>.

**2. Does this count for continuing education?**

No.

**3. Do recipients need to take this training?**

No.

**4. Who needs to take the training?**

Administrators or person(s) with EVV credentials.

**5. Is Sandata Learn training connected to OHID?**

No. Sandata Learn training is not connected to OHID.

**6. Will I get a certification of completion?**

Any course taken on Sandata Learn will produce a certificate once the training is completed.



## **EVV Claims Adjudication**

### **1. When will ODM start requiring EVV as a condition of payment?**

The first phase of the claims adjudication process begins with home health services billed through State Plan Fee for Service (FFS). Beginning October 1, claims for these services only will require complete EVV visit data to receive payment. If the information submitted does not match visit records, claims may be denied. For a list of services subject to EVV, please find the ODM EVV Program and Service Code Guide [here](#).

Additional services subject to program participation will be announced in future phase(s). In accordance with [OAC Rule 5160-32-02](#) EVV data collection guidance, ODM will communicate with affected service providers at least three months prior to initiating the process of claims denial or post payment penalty review. To support this process, data will be made available in the coming weeks to support efforts to comply with EVV requirements. ODM will provide information to all providers when this is available.

### **2. What steps can providers take to prepare?**

- Review compliance requirements to identify steps needed to be compliant with EVV program requirements. All EVV rules are posted here: [Chapter 5160-32 - OAC | Ohio Laws](#).
- Visit [ODM's EVV website](#) to learn more about what EVV is, what services require EVV, and what providers need to know about EVV.
- Subscribe to the [EVV listserv](#) to receive the EVV newsletter.

## **EVV Support and Resources**

### **1. Who can providers contact for help?**

The tables below provide contact information and a description of support available from each entity.

#### **Ohio Medicaid and Sandata Support Contact Information**

<b>Focus Area</b>	<b>Question Topics</b>	<b>Resource</b>	<b>Contact Information</b>
General and claims	<ul style="list-style-type: none"> <li>• EVV devices</li> <li>• Getting started with EVV</li> <li>• EVV visit maintenance</li> <li>• Sandata and alternate EVV</li> <li>• Technical support</li> </ul>	<b>Sandata EVV Provider Hotline</b>	<a href="mailto:ODMCustomerCareEmail@Sandata.com">ODMCustomerCareEmail@Sandata.com</a> 855-805-3505  The EVV Provider Hotline is available at the following days and times: Monday – Friday, 8 a.m.-7 p.m. Saturday – Sunday, 9 a.m.-5 p.m.
General and claims	<ul style="list-style-type: none"> <li>• Single Sign-On, OH ID, or portal password support</li> <li>• Ohio Medicaid Enterprise System submitted claims, prior authorization, and other administrative tasks</li> <li>• General Medicaid member eligibility questions</li> <li>• Provider Network Management (PNM) module</li> </ul>	<b>ODM Integrated Help Desk</b>	800-686-1516
Claims	<ul style="list-style-type: none"> <li>• Medicaid managed care or MyCare Ohio provider hotline contact information</li> </ul>	<b>Provider Managed Care Entity (MCE) Resources</b>	Please visit the ODM Provider MCE webpage <a href="#">here</a> .
Operations	<ul style="list-style-type: none"> <li>• Live in exemption form and process</li> <li>• Services subject to EVV</li> <li>• EVV and claims matching logic</li> </ul>	<b>ODM EVV Program Operations</b>	<a href="mailto:ODMEVV@Sandata.com">ODMEVV@Sandata.com</a>

	<ul style="list-style-type: none"> <li>• Alternate EVV requirements</li> </ul>		
Alternate vendors and providers	<ul style="list-style-type: none"> <li>• Vendors and providers using alternate EVV interface and testing with Sandata</li> </ul>	<b>Alternate EVV Support</b>	<a href="mailto:OHAltEVV@Sandata.com">OHAltEVV@Sandata.com</a> 844-289-4246
Policy	<ul style="list-style-type: none"> <li>• OAC rule questions</li> <li>• GPS consent form</li> <li>• EVV policy questions</li> </ul>	<b>ODM EVV Policy</b>	<a href="mailto:HCBSPolicy@medicaid.ohio.gov">HCBSPolicy@medicaid.ohio.gov</a>

### Ohio Medicaid Partner Agency Contact Information for Support

Agency	Contact	Question Topics
ODA	800-266-4346 <a href="https://aging.ohio.gov/about-us/contact-us">https://aging.ohio.gov/about-us/contact-us</a>	<ul style="list-style-type: none"> <li>• PASSPORT program service questions</li> </ul>
DODD	800-617-6733 <a href="https://forms.prodapps.dodd.ohio.gov/Contact">https://forms.prodapps.dodd.ohio.gov/Contact</a>	<ul style="list-style-type: none"> <li>• Individual Options, Level One</li> <li>• and SELF program service questions</li> </ul>

**Managed Care Entity Support Contact Information**

Managed Care Entity	General Provider Inquiry Phone Number	MyCare Ohio Phone Number
<a href="#">Aetna Better Health</a>	Not Applicable	855-364-0974
<a href="#">AmeriHealth Caritas Ohio</a>	833-764-7700	Not Applicable
<a href="#">Anthem Blue Cross and Blue Shield</a>	844-912-0938	Not Applicable
<a href="#">Buckeye Health Plan</a>	866-296-8731	866-549-8289
<a href="#">CareSource</a>	800-488-0134	855-475-3163
<a href="#">Humana Healthy Horizons in Ohio</a>	877-856-5702	Not Applicable
<a href="#">MeetMolinaOH</a>	800-642-4168	855-665-4632
<a href="#">Ohio UnitedHealthcare Community Plan</a>	800-600-9007	800-600-9007

**Sandata Office Hours**

Sandata will also host office hours at 10:30 a.m. and 2:30 p.m. ET Monday through Friday to dive deeper into topics they are frequently receiving questions about, like SSO.

- To register for a 10:30 a.m. session, please [click here](#).
- To register for a 2:30 p.m. session, please [click here](#).