

Electronic Visit Verification 101

Best Practice for
DODD Providers

July 20, 2022



Department of
Medicaid



Department of
Developmental Disabilities



**Note: This webinar will begin 5 minutes after the
start time.**

Welcome

- What EVV is
- Why it is used
- When it is used
- Roles and Responsibilities
- How to use the Sandata System
- Resources and Contacts



Acronyms

DODD Department of Developmental Disabilities

EVV Electronic Visit Verification

HCBS Home and Community Based Services

HPC Homemaker/Personal Care

LTSS Long Term Services and Supports

ODA Ohio Department of Aging

ODM Ohio Department of Medicaid

SMC Sandata Mobile Connect

SSA Service and Support Administrator

What is EVV?

Electronic Visit Verification is a tool for electronically capturing point-of-service information for certain home and community-based services. It is used by caregivers to document the time services begin and end.



Why is EVV Used?

December 2016, Congress passed federal law requiring state Medicaid programs to implement an EVV system for certain home and community-based services. The law is called the 21st Century Cures Act, **Public Law No. 114–255** (114th Congress). Details on EVV is in [Section 12006\(a\) of the 21st Century Cures Act](#).

This law added to Section 1903(1) of the Social Security Act (SSA) that states must require EVV for in home personal care and home health care.

The Ohio Department of Medicaid (ODM) began using an EVV system on January 8, 2018.

Ohio Administrative Code [Rule 5160-1-40 | Electronic visit verification \(EVV\)](#).



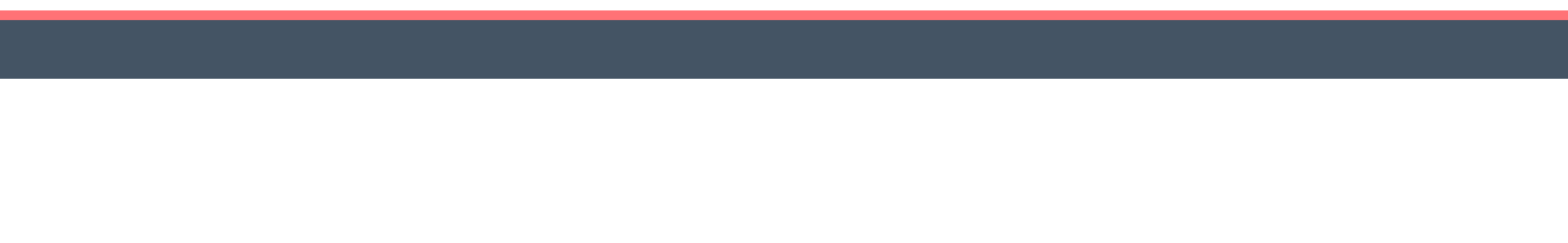
DODD Administrative Rules

OHIO ADMINISTRATIVE CODE CHAPTER 5123 DEPARTMENT OF DEVELOPMENTAL DISABILITIES

[Rule 5123-9-30 | Home and community-based services waivers - homemaker/ personal care under the individual options and level one waivers.](#)

[Rule 5123-9-32 | Home and community-based services waivers - participant-directed homemaker/personal care under the individual options, level one, and self-empowered life funding waivers.](#)

DODD has added EVV language to the Administrative Rules. These rules can be read in detail by clicking the links above.



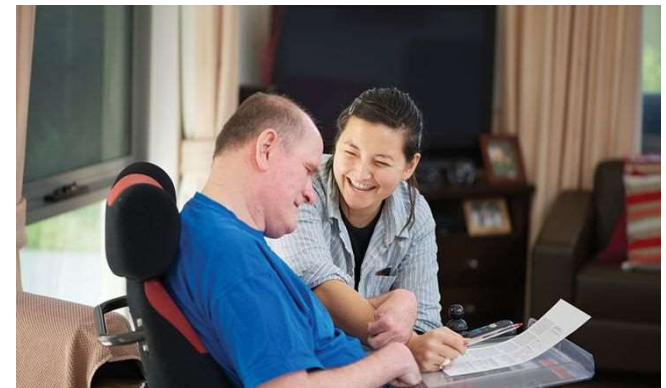
When is EVV Used and Who Uses it?

EVV is used for personal care services requiring an in-home visit provided under the Medicaid state plan or under a waiver program or demonstration project.

In Ohio, this applies to Waiver homemaker/personal care (HPC) and home health including nursing. Regardless if the service is paid for by ODM, DODD, ODA, or an MCO, EVV must be used.

This presentation is specific to DODD waivers Individual Options, Level One and SELF.

For additional programs and services subject to EVV requirements please refer to:
<https://medicaid.ohio.gov/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification>



When is EVV Used?

The following services are subject to EVV:

- Waiver Nursing RN
- Waiver Nursing LPN
- Homemaker/Personal Care HPC
- Participant-Directed Homemaker/
Personal Care HPC

HPC billing codes that are subject to EVV

ADC	ADV	APC	APV	AQC	AQV	AQW
AQX	AQY	AQZ	AMW	AMX	AMY	AMZ
EMW	EMX	EMY	EMZ	EDC	EDV	EPC
EPV	EQC	EQV	EQW	EQX	EQY	EQZ
FDC	FDV	FMW	FMX	FMY	FMZ	FPC
FPV	FQC	FQV	FQW	FQX	FQY	FQZ
SDC	SDD	SDV				

A complete list of Programs and Procedure Codes can be found here:

[Covered-Programs-and-Services.pdf \(ohio.gov\)](#)

Questions on the Basics

Who: Medicaid, Aging, DODD and MCO providers

What: Electronic visit verification of services

Why: Federal and state law requirements

When: Provision of nursing or personal care services in the home



What Roles and Responsibilities Do We Have?

Department of Medicaid

Department of Developmental Disabilities

Individual receiving services

Providers

Sandata Technologies

EVV Role: Ohio Department of Medicaid

ODM delivers health care coverage to more than 2.9 million residents of Ohio.

ODM administers and oversees Ohio's Long-Term Services and Supports (LTSS) programs including these waiver programs: Individual Options, Level One and SELF.

ODM is responsible for the implementation and oversight of EVV.

Long Term Services and Supports, Home and Community Based Services Policy:

- Designated EVV Policy Manager: Lakeisha Palmer-Yawn

Legal Counsel, Bureau of Program Integrity:

- Designated EVV Operations Team: Noori Morla, Kristen Judd, Thomas Parrott

EVV Role: Ohio Department of Developmental Disabilities

DODD operates the three developmental disability Home and Community Based Waivers: Individual Options, Level One and SELF.

DODD certifies providers and ensures the waiver programs operate in compliance with state and federal regulations.

For EVV, DODD is responsible to assure it is identified in the service plan.

DODD assists in billing claims for providers and provides technical assistance.

DODD completes a query in the Sandata EVV system during weekly claims processing. Then, an EVV report is generated and included with provider weekly reports in the eMBS (Electronic Medicaid Billing System).

The report is called “EVV_INFO_(Claims cycle name)_DODD contract number”.

EVV Role: Individual Receiving Services

Individuals have a choice on the method of EVV capture in their home.

This discussion happens with the Service and Support Administrator and the individual served. The SSA will help explain options and work with the provider while assuring the individual agrees with what is chosen.

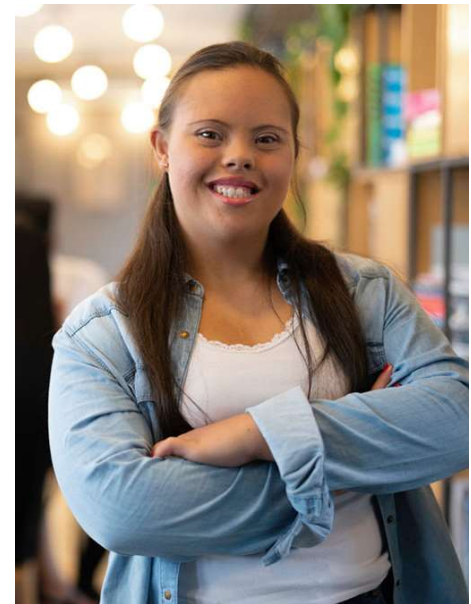
They can decide if it's through the Sandata device, telephony, a phone app, third party or manual entry.



EVV Role: Individual Receiving Services

When the Sandata device is chosen, it will come in the mail. The individual is responsible for keeping the device charged and returning the device when it is no longer needed.

When capturing a visit in EVV, individuals do not need to verify the service. Therefore, this step can be skipped by the provider.



EVV Role: County Board Service and Support Administrator (SSA)

SSA's have the responsibility to educate individuals on their role in using Electronic Visit Verification (EVV). This includes the options available and what the provider uses. The SSA will document EVV support in the person's Individual Service Plan (ISP).

The SSA will discuss EVV during the ISP process with team members. The team needs to know what options that a provider has available and is willing to use. The options include:

- The use of a Sandata issued device
- Telephony
- Use the Sandata app loaded to provider's devices
- Third party EVV options used by the provider
- Manual entry



EVV Role: DODD Providers

- Maintain accuracy of data in MITS/DODD and EVV system
 - This data is used to create your EVV provider account
- Set up and maintain records (client and employee) within your Sandata EVV or Alternate EVV system*
- Verify the information within the Sandata Aggregator reflects the information in your Alternate EVV system (if applicable)
- Ensure all services requiring EVV have a visit captured prior to billing DODD

*Agency providers may choose to use an alternate EVV system paid for by the provider to record visits. For more information please visit: [Alternate EVV Homepage](#)



EVV Role: DODD Providers

Getting Access to EVV

1. Complete the required EVV training
 - [Agency Training](#)
 - [Non-Agency Training](#)
 - [Aggregator Training](#) (for Alt EVV Providers)
2. Sign in to [eTRAC](#) and download your Sandata Welcome Kit
3. Use the Welcome Kit materials to sign in to [Sandata EVV](#)
4. Providers that opt to use the Sandata devices are responsible for requesting the device be mailed to the Individual. Providers are also responsible for requesting the return of the device when it is no longer needed for serving the Individual.



EVV Role: Direct Support Professional

In the Sandata EVV system, direct support professionals are employees of an agency. It is the employee's responsibility to log visits at the beginning and end of service. Independent providers function as the employee logging visits and the system user completing visit maintenance.

Let the agency know if there are any issues during visit capture, for example:

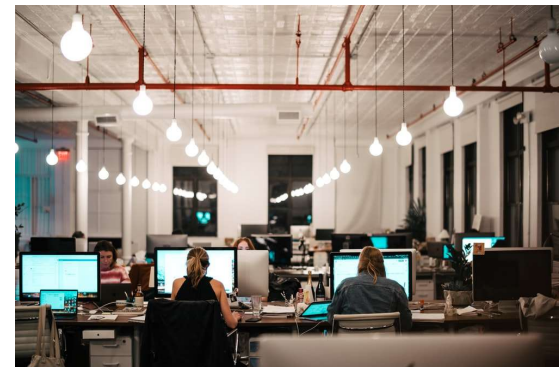
- A device is not working, or you cannot log in
- A telephony phone number is ringing busy
- A call in or a call out is not recorded

NOTE: Direct Support Professionals are also frequently referred to as Direct Care Workers



EVV Role: Sandata

- Ensure the Sandata software/system is functioning correctly;
- Provide technical support to providers using the Sandata system;
- Manage Sandata devices;
- Compare claims requests from payers to EVV data entered by providers;
- Provide training and technical assistance to providers and stakeholders
 - [Monthly EVV webinars](#)
 - [1:1 Zoom sessions with a Sandata trainer](#)
 - [EVV Virtual Office Hours with Sandata and ODM](#)



Questions on
Roles and
Responsibilities

Ohio Medicaid

Ohio DODD

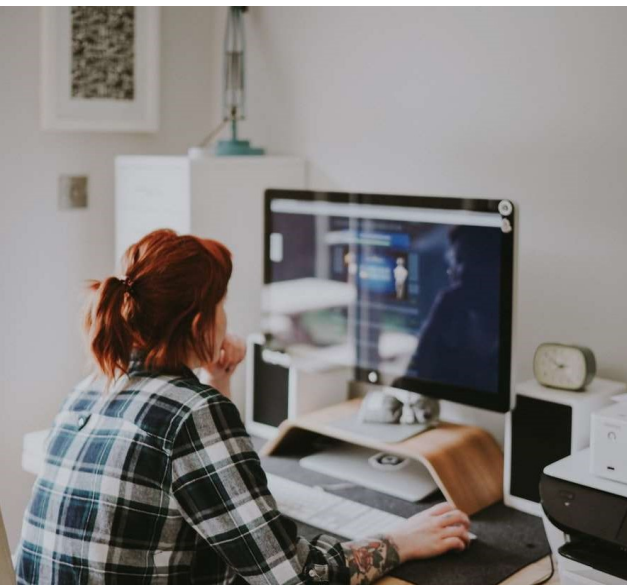
Individual Receiving Services

Services and Support Administrator

Providers

Direct Support Professional

Sandata



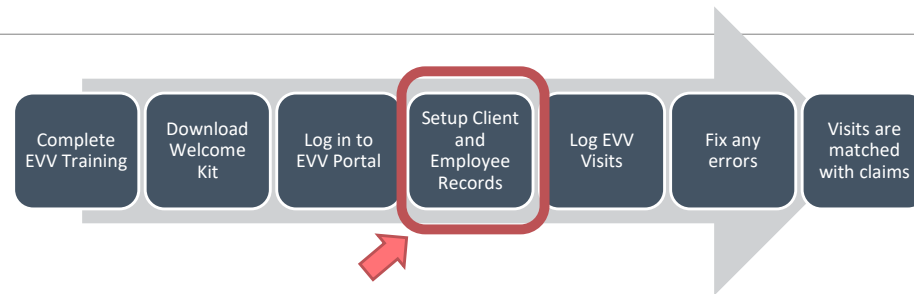
Using the Sandata system

PUTTING EVV INTO MOTION

EVV Workflow



Create and Manage Client Records



The client (individual) record must be completed before the client can be associated with a visit. Please double-check the following fields when creating the client record:

- First name
- Last name
- Client Medicaid ID number (NOT provider Medicaid ID)
- Payer, program and service
- Service start date

Create and Manage Client Records



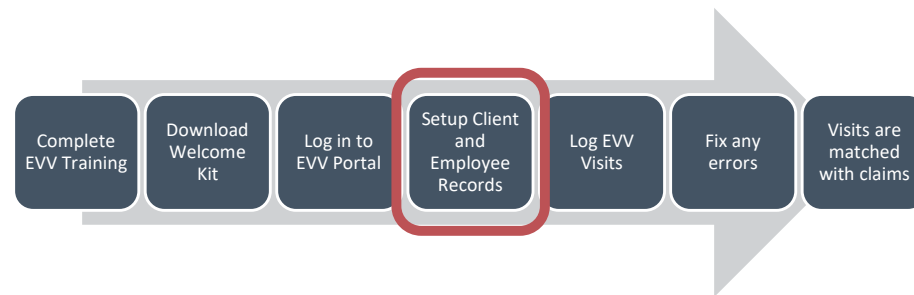
FIRST NAME *	LAST NAME *	MIDDLE INITIAL
Enter First Name	Enter Last Name	Enter Middle Initial
CLIENT ID *	MEDICAID ID *	ALTERNATE MEDICAID ID
Enter Client ID	Enter Medicaid ID	Enter Alternate Medicaid

The following options are available for help identifying your client's Medicaid ID number:

- Contact DODD or the county board of DD
- Ask the individual for their Medicaid card
- Check the individual's Payment Authorization for Waiver Services (PAWS)

Agency Providers

Create and Manage Employee Records

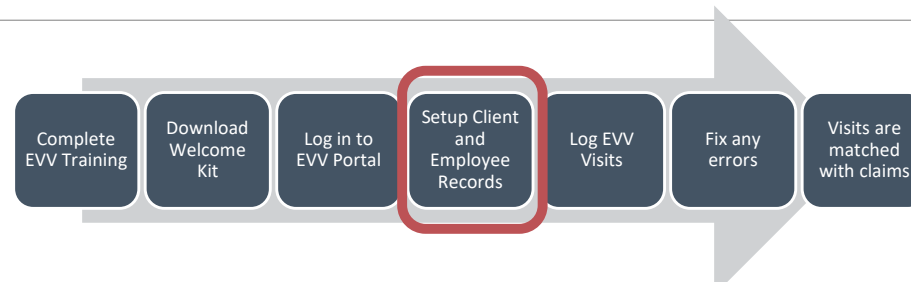


The employee record must be completed by the agency before the employee can be associated with a visit. Please double-check the following fields when creating the employee record:

- First name
- Last name
- Email address
- Social security number
- The 'mobile user' box is checked

Agency Providers

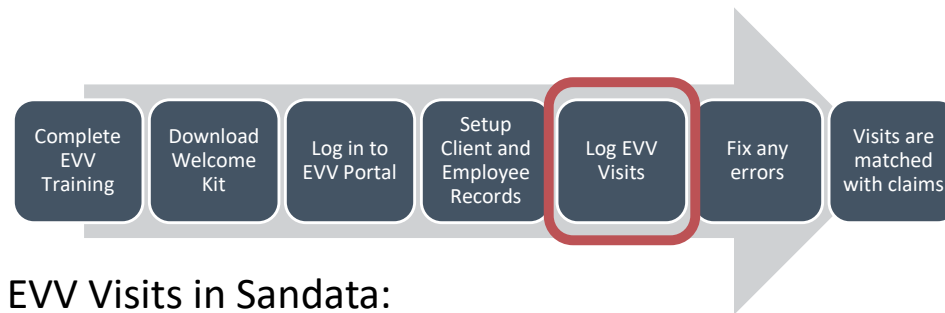
Create and Manage Employee Records



Basic		Employment	
* Indicates required field			
FIRST NAME *	LAST NAME *	MIDDLE INITIAL	
Enter First Name	Enter Last Name	Enter M	
EMPLOYEE ID	EMPLOYEE OTHER ID		
Enter Employee ID	Enter Employee Other ID		
SOCIAL SECURITY # * 000-00-0000	SANTRAX ID		
Enter Social Security #	Enter Santrax ID		
EMAIL ADDRESS * NOT CASE SENSITIVE	CONFIRMATION EMAIL ADDRESS * NOT CASE SENSITIVE		
Enter Email Address	Enter Confirmation Email Address		

DEPARTMENT	DISCIPLINE
Select Depart	Select Discipl
EMPLOYEE CUSTOM ID	PAY RATE
Enter Employee	Enter Pay Rate
HIRE DATE MM/DD/YYYY	TO DATE MM/DD/YYYY
Select Hire Date	Select To Date
☐ MOBILE USER	

Log EVV Visits



3 Methods to Capture EVV Visits in Sandata:

1. Sandata Mobile Connect (SMC)

- Application that can be downloaded onto a personal smart device or run on a Sandata EVV device
- This is the primary and preferred method of visit capture

2. Telephony

- Dial an automated line and answer questions to record a visit

3. Manual Entry

- Sign in to <https://evv.sandata.com> to record a visit

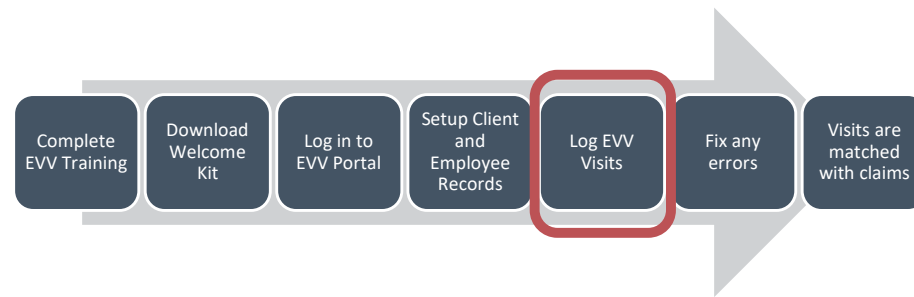
Sandata Mobile Connect Tools

Visit Capture Tool	Agencies – to Employees	Independent Providers
Company ID	2-Agency Number Example: STX12345 = 2-12345	2-10086
Username	Email address used on the employee record	Email address used for all EVV activities
Client ID	6-digit ID, provided after the client record is saved in EVV	
Service	All services in the client record will appear in SMC	
SMC Call Example	https://fast.wistia.com/embed/channel/vkywg2l6bp%20%E2%80%8B?wchannelid=vkywg2l6bp&wmediaid=4poegnmkpi	

Telephony Tools

Visit Capture Tool	Agencies – To Employees	Independent Providers
Toll-Free Number	Call Reference Guide, located in eTRAC Welcome Kit	Call Reference Guide, located in eTRAC Welcome Kit
Employee Santrax ID	Randomly generated ID, provided after the employee record is saved in EVV	Call Reference Guide, located in eTRAC Welcome Kit
Client ID*	6-digit ID, provided after the client record is saved in EVV	
Service ID	Service ID list, located in eTRAC Welcome Kit, or click HERE	
Telephony Call Example	https://fast.wistia.com/embed/channel/vkywg2l6bp%20%E2%80%8B?wchannelid=vkywg2l6bp&wmediaid=wmn6jgfh7a	

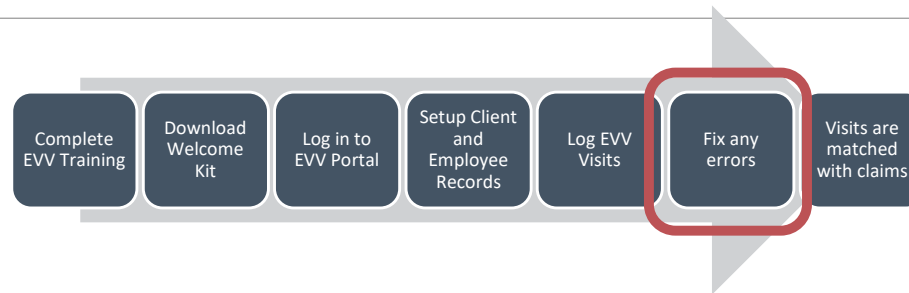
Log EVV Visits



These data points must be captured for the visit to be in a Verified status:

- Caregiver Username or Santrax ID
- Individual Medicaid ID or Sandata Client ID
- Service provided
 - REMINDER: For DODD Waiver Nursing, the payer should ALWAYS be DODD in the client record and on the visit.
- Start and end date and time of visit

Fix Any Errors



Visits with missing or incorrect information may have exceptions

- Visits with exceptions need attention
- All exceptions must be resolved for a visit to reach a Verified status

The [EVV Video Library](#) has a section that covers how to resolve each type of exception

DODD Overnight Visits

Be sure your visits do not span more than 1 calendar day in EVV

- DODD visit that begins on Feb. 1, 2022, at 10 p.m. and ends on Feb. 2, 2022, at 7 a.m. needs to be captured as two separate visits in EVV. This can happen one of two ways:
 - The direct care worker can end the visit at 11:59 p.m. and start a new visit at midnight on Feb. 2, 2022, or
 - After the 10 p.m.- 7 a.m. visit has ended, the visit is manually changed either in Sandata's Visit Maintenance or your Alt EVV Vendor's system (depending on which system you use). The manual change needs to reflect two separate visits:
 1. Feb. 1, 2022: 10-11:59 p.m., and
 2. Feb. 2, 2022: midnight-7 a.m.

DODD Rounding of Units

- DODD uses a roll-up approach for each service and each calendar day.
- Example: ABC Homecare has logged the following visits for Sally.

Date	Start Time	End Time	Service	Total Minutes
3/1/2022	7:05am	12:55pm	HPC	355
3/1/2022	3:01pm	9:30pm	HPC	389
3/1/2022	10:00pm	11:59pm	HPC	119
3/2/2022	12:00am	7:00am	HPC	420
3/2/2022	7:00am	1:00pm	HPC	360
3/2/2022	3:15pm	9:35pm	HPC	380
3/2/2022	10:01pm	11:59pm	HPC	118

3/1/2022 = 863 minutes
 $863/15 = 57$ 15-minute units and 8
remaining minutes = 58 billable units

3/2/2022 = 1278 minutes
 $1278/15 = 85$ 15-minute units and 3
remaining minutes = 85 billable units

<https://medicaid.ohio.gov/static/Providers/EVV/Providers/Time-to-Units-Conversion-Table.pdf>

HOME

USER GUIDES

BILLING SUBMISSIONS

REPORTS

Provider Weekly Reports

Third Party Reports

County Board Use Only

ADMINISTRATION

Provider Weekly Reports

Billing cycle Jul22B

We will be extending the billing deadline to Thursday, July 7, at 8:00 AM

Jun22E

Due to Monday, July 4 being a holiday, payment for Jun22E will be scheduled for Friday, July 8.

Changes to DODD administered waivers

DODD, in partnership with stakeholders, is implementing changes on July 1, 2022 to DODD administered waivers. These changes will increase self-direction, create more flexibility, and simplify the process for Ohioans with developmental disabilities, their families, and those who support them. Visit the DODD website to watch an overview video about the changes taking place. Below the overview video, there are several reference documents that describe the changes happening in the Individual Options, SELF, and Level 1 Waivers.
<https://dodd.ohio.gov/waivers-and-services>

Provider certification renewals

In order to prepare for Provider Network Management [PNM] go-live, providers with renewal dates starting in Aug. 1, 2022 and forward will have their certification date extended out 180 days.

Display Files	Folder Name
View	JUL22A_06-29-22
View	JUN22E_06-22-22
View	JUN22D_06-15-22
View	JUN22C_06-08-22
View	JUN22B_06-01-22
View	JUN22A_05-25-22
View	MAY22D_05-18-22
View	MAY22C_05-11-22
View	MAY22B_05-04-22
View	MAY22A_04-27-22
View	APR22D_04-20-22
View	APR22C_04-13-22
View	APR22B_04-06-22
View	APR22A_03-30-22
View	MAR22E_03-23-22
View	MAR22D_03-16-22
View	MAR22C_03-09-22
View	MAR22B_03-02-22
View	MAR22A_02-23-22
View	FEB22D_02-16-22

1234

Contractor Number: 6705784 Search

Download	File Name	Date Modified
Download	BILL_FLAT_JUL22A_6705784.TXT	7/1/2022 7:26:25 AM
Download	BILLED_CLAIM_JUL22A_6705784.TXT	7/1/2022 7:14:50 AM
Download	EVV_INFO_JUL22A_6705784.TXT	7/1/2022 7:38:54 AM

DODD EVV Report

EVV reports are published every Friday for providers. They can be accessed through the Provider Weekly Reports portal. Providers must select a cycle, enter their contract number and hit search.

The reports can then be downloaded for review.

*EVV_INFO_FEB20A_020185 - Notepad
File Edit Format View Help

VARIABLE	VALUE
PROVIDER NUMBER	9999999
OOM PROV MED NBR	8888888
PROVIDER NAME	AGENCY PROVIDER
FIRST DATE OF SERVICE	01/20/20
LAST DATE OF SERVICE	01/24/20
# CLAIMS SUBJ TO EVV	8
EVV UNITS BILLED	163
EVV UNITS LOGGED	157
# DISTINCT SERVICE DATES	5
% CLMS W SUFF EVV UNITS	62.50%
% CLMS W NO EVV UNITS	0.00%
% CLMS W SOME EVV UNITS	37.50%

SERVICE DATES FOR CLAIMS WITHOUT SUFFICIENT EVV UNITS ARE NOTED BELOW THIS SUMMARY REPORT

PROVIDERS USING SANDATA EVV CAN UPDATE EVV VISITS VIA SANDATA WEBSITE

PROVIDERS USING ALTERNATE EVV VENDORS CAN UPDATE EVV VISITS VIA ALTERNATE EVV SOLUTIONS

MEDICAID BILLING SYSTEM

06:34 Friday, January 31, 2020 1

EVV INFORMATION FOR SERVICE DATES BILLED IN BILLING CYCLE FEB20A

CLAIMS FOR THESE SERVICE DATES WILL DENY AS ERRORS AFTER EVV PAYMENT DENIAL DATE (TBD)

TOTAL EVV UNITS NEEDED FOR PAYMENT INCLUDE CLAIMS FOR UNITS SUBMITTED IN ALL BILLING CYCLES FOR LISTED DATES

----- CONTRACT NUMBER=9999999 CONTRACTOR NAME=AGENCY PROVIDER OOM PROV MED NBR=8888888 -----

LAST NAME	FIRST NAME	MEDICAID BILLING NUMBER	SERVICE DATE	TOTAL EVV UNITS FROM BILLED CLAIMS	EVV VISIT UNITS LOGGED BY PROVIDER	ADDITIONAL EVV UNITS NEEDED	ERROR CODE
JOHNSON	JOHN	777777777777	01/21/20	32	31	1	67
JOHNSON	JOHN	777777777777	01/22/20	32	31	1	67
THOMAS	TOM	666666666666	01/22/20	8	4	4	67

EVV UNITS:

the number of quarter hour units * number of staff

EVV ERRORS:

(66) NO EVV TIMESHEET DATA FOUND

(67) EVV UNITS ARE INSUFFICIENT

PROVIDERS USING SANDATA EVV CAN UPDATE EVV VISITS VIA SANDATA WEBSITE

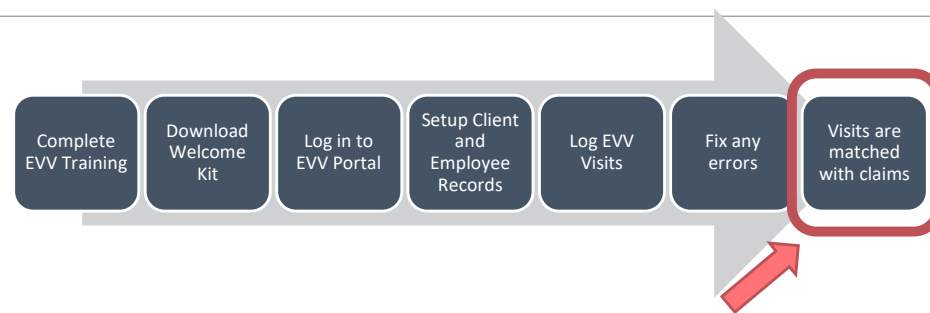
PROVIDERS USING ALTERNATE EVV VENDORS CAN UPDATE EVV VISITS VIA ALTERNATE EVV SOLUTIONS

DODD Report Detail

The EVV report lists a summary at the top and claim by claim information below.

- 67 = not enough units in EVV to cover claim
- 66 = no units in EVV to cover claim

Visit Matching



Visit is changed to Processed status in EVV when the following is matched with your claim:

- Provider Medicaid ID
- Client (individual) Medicaid ID
- Date of service
- Service Code

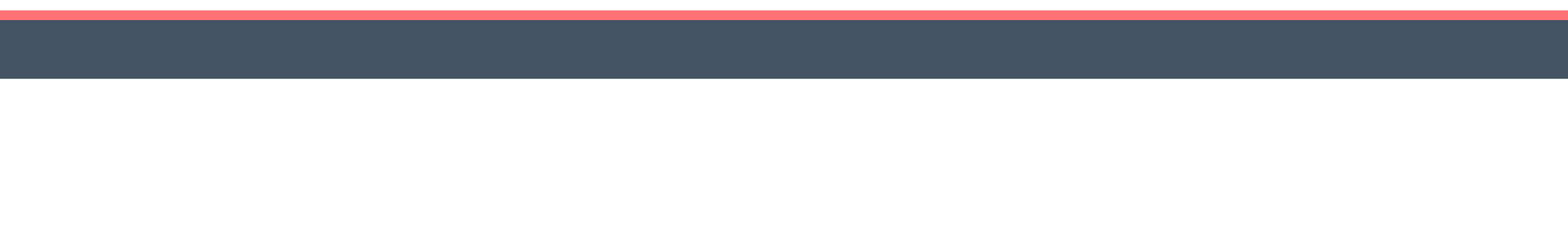
Double check
units to avoid
errors

Ratio Changes

The EVV system uses a group visit to indicate when services are being provided to more than one client at the same time.

When a group visit is in progress, you can add a different end time for each client, or, add the same end time for all clients in the visit.

We will review how to add a different start and end time for each client.



Ratio Changes

Enter Client Identifier

SEARCH CLIENT

JESSICA DOE

Client ID #: 901626
MEDICAID ID #: 110001230230
9999999999
233 Change Avenue
Cincinnati, OH 11223-0000

START VISIT

START GROUP VISIT

JOIN GROUP VISIT

SERVICE SELECTION

Monday, March 14, 2022

JESSICA DOE

Please select the service you are providing

PDN (T1000)

HPC ✓

START GROUP VISIT

SERVICE SELECTION

START GROUP VISIT



Service: HPC

Clock-In: 09:09 AM

Are you sure you want to start the group visit?

NO

YES

Ratio Changes

SEARCH CLIENT

GROUP VISIT IN PROGRESS
Monday, March 14, 2022
Group Visit: 504647

ABANDON
GROUP VISIT

RESUME
GROUP VISIT

CLIENTS

SEARCH CLIENT

Enter Client Identifier

SEARCH CLIENT

CLIENTS

SEARCH CLIENT

Enter Client Identifier

SEARCH CLIENT

NICHOLAS DOE
Client ID #: 576396
9999999999
123 Example Lane
Columbus, OH 43219-0000

START VISIT

GROUP VISIT

GROUP VISIT 504647

Jessica Doe
Service: HPC
Monday, March 14

▶

◀

ADD CLIENT

COMPLETE GROUP VISIT

ABANDON GROUP VISIT

Ratio Changes

A group visit in progress will look like a file folder, with a play button and a minus button

- Play = end the visit for one client
- Minus = abandon the visit for one client

GROUP VISIT
GROUP VISIT 504647

Nicholas Doe
Service: HPC
Monday, March 14

Jessica Doe
Service: HPC
Monday, March 14

ADD CLIENT

COMPLETE GROUP VISIT

ABANDON GROUP VISIT

Ratio Changes

Use the play button to end the visit for only one client

Nicholas Doe
Service: HPC
Monday, March 14



Jessica Doe
Service: HPC
Monday, March 14



VISIT IN PROGRESS

Monday, March 14, 2022
NICHOLAS DOE
Clock-In: 09:10 AM
Service(s): HPC

ABANDON
VISIT

COMPLETE
VISIT

Visit Note

Are there any additional details you would like to provide?

Type visit note

Monday, March 14, 2022
NICHOLAS DOE
Service(s): HPC

Visit Summary

Clock-In: 09:10 AM
Clock-Out: 09:37 AM

Visit Note

GO BACK

CONFIRM

Ratio Changes

The group visit now continues with the remaining client(s)

In Visit Maintenance, each client will have their own visit with call times

GROUP VISIT
GROUP VISIT 504647

Jessica Doe
Service: HPC  
Monday, March 14

ADD CLIENT

COMPLETE GROUP VISIT

ABANDON GROUP VISIT

Questions on Using the Sandata System

Workflow

Client and Employee Records

Logging Visits

Mobile Connect and Telephony

Fixing Errors

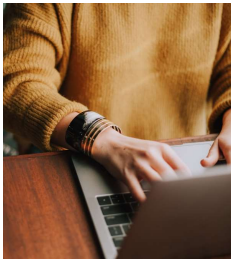
Overnight Visits

Rounding

Visit Matching

Ratio Changes

EVV Resources



Sandata EVV FAQ: [FactSheet.pdf \(ohio.gov\)](#)

Sandata [EVV Video Library](#)

[Best Practices for Agency Providers](#)

[Best Practices for Non-Agency Providers](#)

[Getting Started in EVV](#)

[Sandata EVV and Agency Providers](#)

Sandata open forum to discuss EVV questions: [Virtual Office Hours](#)

Medicaid EVV page:

[Electronic Visit Verification \(ohio.gov\)](#)

DODD EVV page:

[Electronic Visit Verification \(EVV\) | Department of Developmental Disabilities \(ohio.gov\)](#)

EVV Newsletters:

[Newsletters | Medicaid \(ohio.gov\)](#)

Medicaid EVV FAQ:

[FAQforEVV.pdf \(ohio.gov\)](#)

Contacts: Sandata

Sandata EVV Provider Hotline: ODMCustomerCareEmail@sandata.com
[855-805-3505](tel:855-805-3505)

- Technical questions
- Device help
- Getting started with EVV
- EVV Visit Maintenance

Virtual Sessions for providers after training completed: [Virtual 1-1 with Sandata Trainer](#)

- How to get started with EVV
- EVV exception handling
- EVV System help

Open forum to discuss EVV questions: [Virtual Office Hours](#)

- Visits not changing to processed status
- Claims matching issues

Alternative EVV System: ohaltevv@sandata.com Getting started using an alternative EVV system

Contacts: Medicaid

ODM Provider Assistance: Questions on account in MITS
[800-686-1516](tel:800-686-1516) Billing questions
Medicaid provider ID

ODM EVV Team: EVV policy questions
ODMEVV@sandata.com Services subject to EVV
[614-705-1082](tel:614-705-1082) EVV and claims matching logic
Alternate EVV requirements

Medicaid Fraud: To report suspected or potential Medicaid fraud and abuse
medicaidfraud@medicaid.ohio.gov
[800-282-0514](tel:800-282-0514)

Apply for Medicaid: To apply for Medicaid
[800-324-8680](tel:800-324-8680)



Thank you

[Ohio Department of Developmental Disabilities | Ohio.gov](#)

1-800-617-6733

[Ohio Department of Medicaid](#)

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