



**Ohio Department
of Medicaid**

Ohio Electronic Visit Verification Program

Proposed Policy Updates
and
System Enhancements
Effective July 1, 2024



April 16, 2024

Overview



Ohio Medicaid Rule Updates for July 1, 2024



Sandata System Enhancements for July 1, 2024

OHIO MEDICAID RULE UPDATES

Access, Inclusion, And Reasonable Accommodation

ODM is committed to providing access, inclusion, and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act, and other applicable laws. To request an interpreter, written information in a language other than English or in other formats such as large print, audio, and accessible electronic formats, or a reasonable accommodation due to a disability, please contact Ohio Medicaid's Civil Rights/ADA Coordinator at 614-995-9981/TTY 711, fax 614-644-1434, or email: ODM_EEO_EmployeeRelations@medicaid.ohio.gov. Requests should be made at least three business days prior to the scheduled event.

Unless Ohio Medicaid's Civil Rights/ADA Coordinator approves in advance, individuals may not record the meeting using the recording function in Teams, GoToMeeting, Zoom, or any virtual meeting platform used by the department, nor may individuals utilize artificial intelligence technologies to transcribe meetings.

If you believe Ohio Medicaid has failed to provide these services or discriminated in another way, you can file a grievance with Ohio Medicaid's Civil Rights Coordinator or file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights, or both. Further information on these processes and Ohio Medicaid's compliance with civil rights and other applicable laws can be found in our [Notice of Nondiscrimination](#).

Electronic Visit Verification Rule Updates

Current Ohio Administrative Code

5160-1-40 Electronic visit verification.

Proposed Ohio Administrative Code

5160-32-01 Electronic visit verification (EVV) program.

5160-32-02 Electronic visit verification (EVV) data collection.

5160-32-03 Alternate electronic visit verification (EVV) vendor.

5160-32-04 Electronic visit verification (EVV) program provider requirements.

Stay Updated on Rule Activity

To receive Ohio Administrative Code rule filing activity notifications, create an account through RuleWatch Ohio website:

<https://www.rulewatchohio.gov/authentication/create-account?1>

To view previous, current and proposed OAC rule update activity, visit the Register of Ohio website:

<http://www.registerofohio.state.oh.us/rules/search>

Proposed Change: Privacy and Device Consideration

Global Positioning System (GPS) technology:

- Persons receiving services choose and give written permission for GPS use in their home.
- Selection of the visit location, either in the individual's home or community will be required for all visits.



Redistribution of program provided devices:

- EVV devices will no longer be kept at the home of persons receiving services.
- EVV devices will be managed by providers.

Proposed Change: Administrative Burden Reductions



- Remove duplicative documentation for self directed providers by adding Financial Management Service vendors as Alternate EVV Vendors.
- Remove EVV data capture validation step from the person receiving services.
- Reduce manual input during log in and log out by adding an optional staff scheduling feature for providers.

Align to Federal Requirements

The Centers for Medicare and Medicaid allow states to exempt certain scenarios from program participation. Meaning they do not have to use EVV to document visits.

Two new exemptions are being proposed:

- Direct delivery of telehealth services.
- Live in direct care workers.
 - Live in: service settings will need to follow ODM's process to request the exemption.



SANDATA SYSTEM ENHANCEMENTS

Enhancement: Single Sign On

- Single Sign-On (SSO) means there is only one username and one password for multiple websites.
- The Sandata EVV web portal, EVV Aggregator, and Sandata Zendesk are being integrated into Ohio's Identity management platform [OH | ID](#).
- Providers sign in with their [OH | ID](#) to access these platforms.
- Single sign on will not impact or change how direct care workers access Sandata Mobile Connect.

Enhancement: Optional Scheduling



Visits scheduled in the Sandata EVV web portal will be seen in Sandata Mobile Connect when the direct care worker logs in.

Scheduled visits eliminates searching for recipients and selecting the incorrect service code.

CREATE SCHEDULE View Template Events Only **FILTERS** **EXPORT DATA**

Filter by: DATE RANGE: 03/25/2024 - 03/31/2024 × RECIPIENT: ▾ DCW/EMPLOYEE: ▾ STATUS: ▾ [Clear All](#)

Total Scheduled Hours: 3.00

DATE	RECIPIENT	RECIPIENT SUPERVISOR	PROGRAM	DCW/EMPLOYEE	DCW/EMPLOYEE SUPERVISOR	SERVICE	EVENT CODE	SCHEDULE IN / OUT	HRS	CALL IN / OUT	HRS	STATUS
03/25/2024	Adams, Abby		State Plan			G0151	NONE	12:00 PM - 1:00 PM EST	1.00	-	-	● Pending ...
03/27/2024	Adams, Abby		State Plan			G0151	NONE	12:00 PM - 1:00 PM EST	1.00	-	-	● Pending ...
03/29/2024	Adams, Abby		State Plan			G0151	NONE	12:00 PM - 1:00 PM EST	1.00	-	-	● Pending ...

Visits

UPCOMING PAST

Today Mon, Mar 18

Travis Miller 03:15 PM
 PDN (T1000)
 1006 Broad St., Columbus OH 43210-0000

Tomorrow Tue, Mar 19

Travis Miller 01:00 PM
 PDN (T1000)
 1006 Broad St., Columbus OH 43210-0000

Wednesday Mar 20

Travis Miller 11:00 AM
 PDN (T1000)
 1006 Broad St., Columbus OH 43210-0000

Enhancement: Page Visibility



EVV and Aggregator will automatically show your account records, eliminating the need to search. Filters can still be used, and records can all be exported.

CREATE RECIPIENT											FILTERS		EXPORT DATA	
RECIPIENT	STATUS	PROGRAM	SUPERVISOR	MEDICAID ID	RECIPIENT PAYER ID	AS OF	SOC	EOC	SERVICES					
+ California, Robert	● Pending	Ohio Home Care Waiver		123121230001	123121230001	3/6/24			T1019					
+ DDClient, Test	● Active	Ind Options L1	SUPERVISOR, TEST	111111253213	111111253213	1/1/24	1/1/24		T1003, T2025					
+ Fuse, Barry	● Active	State Plan		111111111104	111111111104	3/4/24	3/4/24		G0299					
+ Fuse, Clark	● Active	State Plan		111111111102	111111111102	3/4/24	2/27/24		S5125					
+ Fuse, Diana	● Active	State Plan		111111111103	111111111103	3/4/24	3/4/24		T1001, T1002					

Sandata Mobile Connect (SMC) App Switch

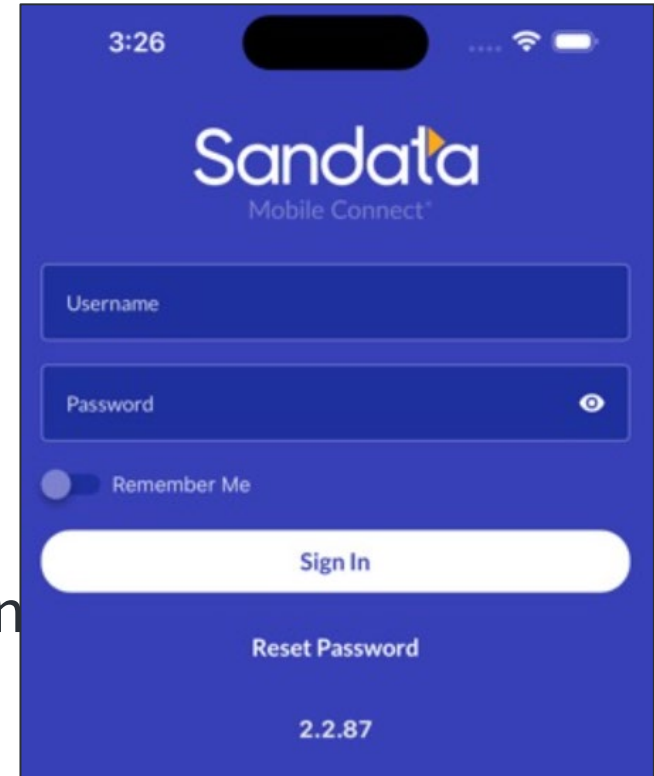


On July 1, the following updates will be applied to mobile visit capture.

- Home or Community location selection.
- Ohio specific user guide.
- Support link.
- Dedicated help line for direct care workers.
- GPS is optional.
- Only the SMC app will include the Ohio specific help function

What's leaving:

- Client voice or signature during visit capture.



EVV Device Changes

Current Ohio EVV state-provisioned devices will be deactivated on 7/1. Providers that are currently using a device have two options:

1. Download the Sandata Mobile Connect application on their personal device, or,
2. Recycle the existing device and initiate a new device request in [eTRAC](#) (June 2024).

Providers that are requesting a device will be required to watch an instructional video and complete a device use attestation.

Devices will be the sole responsibility of the provider.

GPS Actions for the Provider



Starting July 1, requirements around Global Positioning Systems (GPS) will be changing. In order to disable GPS in Sandata Mobile Connect, providers can do one of the following:

1. Within the device settings, disable GPS for the SMC app, or
2. Delete and reinstall the SMC app, then select “no” when the location prompt reappears

When the GPS setting is turned off, GPS coordinates will not be captured for the visit. Location options will be “home” or “community”.

If the provider obtains written approval from the recipient, they can activate the location setting.

Device Recycling

All current devices can be disposed of wherever users dispose of lithium-ion batteries. To be a good steward and be a part of this eco-friendly effort, you can take advantage of one of these conveniently located recycling locations:

- [Best Buy](#)
- [Home Depot](#)
- [Staples](#)
- [Target](#)
- [EcoATM](#)
- [Amazon](#) and [Big Sky Recycling](#)



Telephonic Visit Verification (TVV)



Each provider will have 1 phone number to call to record a visit. This single phone number will include a multi-language option.

Independent providers will have a TVV passcode to enhance security when logging a visit over the telephone.

The eTRAC system contains everything you will need to record a TVV visit after 7/1.

Welcome Kit Changes



New TVV phone guidance and materials will be available in the eTRAC welcome kit, at <https://etraonline.net/> starting in mid-June.

Once you are signed in to eTRAC, click Welcome Kit at the top of the screen.

NEXT STEPS

- Registration opens April 18, 2024, for training that will begin on May 2, 2024. There are two types of training, Webinar and Self-Paced.
- Webinar Training – a live instructor will demonstrate the system and answer questions.
- Self-Paced Training - learn the new system changes at your own pace.

Training Checklist: Agency Providers

- When training registration opens, register for webinar or self-paced.
- Download your new Welcome Kit.
- If your agency uses the Sandata Telephony system, have direct care workers use only the phone number listed in the new Welcome Kit.
- If your agency uses Sandata Mobile Connect for visit capture on a personal device, direct care workers must download the [purple](#) Sandata Mobile Connect application before 7/1.

Training Checklist: Non-Agency Providers



- When training registration opens, register for webinar or self-paced.
- Download your new Welcome Kit.
- If you use the Sandata Telephony system:
 - Use only the phone number listed in the new Welcome Kit.
 - Write down your TVV Passcode for 7/1.
- If you use Sandata Mobile Connect for visit capture on a personal device, you must download the **purple** Sandata Mobile Connect application prior to 7/1.

Stay Updated on Medicaid EVV Communications

To receive communications and updates for Ohio Medicaid News, click [Subscribe Form \(ohio.gov\)](#) to sign up.

To subscribe to EVV notices, choose from these options:

- EVV stakeholders
- EVV alt vendors
- EVV agency providers
- EVV non-agency providers

Training Checklist: Providers Using Alternate EVV Vendor

- View the 7/1 technical specifications on the [Ohio Alternate EVV Homepage](#).
- Communicate upcoming changes to your vendors.
- Register for Alternate EVV Provider Bridge Training.

QUESTIONS?

medicaid.ohio.gov

Sandata

THANK YOU

medicaid.ohio.gov