



Tips to Manage Program Requirements

Alt system update to unauthorized service exceptions

Sandata recently updated unauthorized service exceptions in the Aggregator to be informational only for Alt EVV users. This change allows visits to move to a verified status. Claims for visits that occurred prior to May 22 may be rebilled now that they are in a verified status.

Trash the trash bin when deactivating recipient records!

When updating recipient EVV authorizations, it is important you do not use the trash bin icon to end-date an EVV authorization as this will cause an issue with the new EVV authorization flowing to the visit module correctly and will ultimately impact your visit status and claim adjudication.

Claim Edit	What It Means	How to Fix the Issue
Provider ID does not match	The provider Medicaid ID on the claim id not in the Sandata EVV system.	Go to the Sandata Provider Registration Portal and request an EVV account for your Medicaid ID. If you feel you received this edit in error, contact the payer for resolution. For detailed steps, review Provider Identification Does Not Match .
Recipient ID does not match	The recipient Medicaid ID on the claim is not in the EVV account associated with the provider Medicaid ID.	Create the recipient in the correct EVV account. If the recipient already exists, verify the Medicaid ID is the recipient’s active Medicaid ID. Use ODM’s IVR to verify recipient’s Medicaid eligibility was active for the DOS. For detailed steps, review Updating an Unknown Recipient .
Procedure code does not match	There is no visit in the Provider EVV account with the recipient, Payer/ Service, # of units on the Date of service billed.	Verify the visit is in the correct EVV account with all of the following: recipient, date of service, payer, service, and enough units. Confirm the visit is in “Verified” status. For detailed steps, review: <ul style="list-style-type: none">Adding a Manual Call to an Existing VisitCreating a VisitCorrecting an Unauthorized Service Exception
Unmatched Units	The claim has more units than the visit.	Services with a base rate should be billed with the correct number of units rendered. The claim may need rebilled with the correct number of units reflected on the EVV visit. For detailed steps, review: <ul style="list-style-type: none">Adjusting Call Times and DatesOhio Unit Conversion Table