EVV Error Resolution Guide

Ohio Department of Aging

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Provider Medicaid number not found in PIMS

Error Message:

EV001: Provider Medicaid # not in PIMS

Error Description:

During adjudication we could not find the Medicaid # for provider in PIMS.

Action Items:

ODA needs to look at the provider registration information to make sure correct Medicaid number is entered.

Provider not found in Sandata

Error Message:

EV002: Provider not found in Sandata

Error Description:

Provider Medicaid number is not found in Sandata means Medicaid number in PIMS was not found in the Sandata visit information.

Action Items:

1. ODA needs to check the correct Medicaid number is in PIMS
2. Provider needs to make sure the provider Medicaid number is correct number in Sandata.
3. Make sure visit records are in verified or completed status in Sandata.

Consumer not found in Sandata

Error Message:

EV003: Consumer not found in Sandata

Error Description:

Consumer visits were not found for the billing provider in Sandata.

Action Items:

1. Provider needs to make sure they enter the correct consumer Medicaid number in the Sandata visit information.
2. Make sure visit records are in verified or completed status in Sandata.

Provider and Consumer not found

Error Message:

EV004: Provider & Consumer not found in Sandata

Error Description:

Provider and Consumer Medicaid numbers are not found in Sandata visit information.

Action Items:

1. ODA needs to check the correct Medicaid number is in PIMS
2. Provider needs to make sure the provider Medicaid number is correct number in Sandata visit information.
3. Provider needs to make sure they enter the correct consumer Medicaid number in the Sandata visit information
4. Make sure visit records are in verified or completed status in Sandata.

Consumer not found for the provider

Error Message:

EV005: Consumer not found for the provider in Sandata

Error Description:

Provider Medicaid number is not found in Sandata visit information.

Action Items:

1. ODA needs to check the correct Medicaid number is in PIMS
2. Provider needs to make sure the provider Medicaid number is correct number in Sandata visit information.
3. Make sure visit records are in verified or completed status in Sandata.

Verified service not found

Error Message:

EV006: Verified Service not found in Sandata

Error Description:

Visit record for this service/procedure code from the Provider and Consumer is not found in Sandata visit information.

Action Items:

1. Provider and Consumer are found, and provider needs to enter the correct service/procedure code for the visit in Sandata.
2. Make sure visit records are in verified or completed status in Sandata.

Service Date not found

Error Message:

EV007: Service Date not found in Sandata

Error Description:

Visit record for this date from the Provider, Consumer, Service / Procedure code is not found in Sandata visit information.

Action Items:

1. Provider needs to enter the correct service date for the provider, consumer, service/procedure code in Sandata.
2. Make sure visit records are in verified or completed status in Sandata.

Units billed more in Sandata

Error Message:

EV008: Units billed more than in Sandata

Error Description:

The units billed for the provider, consumer, service/procedure code, service date are more than units listed in the Sandata visit.

Action Items:

1. Provider need to make sure the units entered in Sandata are equal to or less than the units billed

OR

2. Provider needs to rebill less units in PIMS.
3. Make sure visit records are in verified or completed status in Sandata.