



What You Should Know About:

## ELECTRONIC VISIT VERIFICATION (EVV)

Intended Audience: Ohio Providers of Home- and Community-Based Services (HCBS)

Congress passed a law requiring state Medicaid programs to implement an EVV system for certain home- and community-based services (HCBS). The law is commonly referred to as the 21st Century Cures Act.

Ohio Administrative Code 5160-1-40 requires Ohio Medicaid providers to use EVV.

Nurses and home care HCBS providers who bill for services subject to EVV requirements must document their time using a state-approved solution.

To learn more about EVV, please visit the Ohio Medicaid EVV web page.

### Have questions? We are here to help!

The EVV FAQ document answers common questions on EVV.

Please don't hesitate to reach out to the EVV support team at ODMEVV@sandata.com.

Ohio contracts with Sandata

Technologies to provide the EVV system. Providers can sign up for a 1:1 session with a Sandata trainer for system questions.

Additional contacts are available to assist.

### What is EVV?

EVV is a system that captures the following visit details:

1. Identity of the direct caregiver.
2. Identity of the individual receiving services.
3. Service(s) rendered.
4. Location where service is rendered.
5. Start/stop times of service.

There are 3 ways to capture a visit:

- Mobile app: An application on a Sandata-provided device or a device owned by the caregiver or provider. This is the preferred option.
- Telephony: Uses a dedicated phone line providers call into from any phone.
- Manual visit entry: Uses a computer to directly enter a visit into the EVV system.

Ohio offers the EVV Sandata system to all providers at no cost. An agency provider may use an alternate system.

### Getting Started Checklist – Providers using Sandata system

- ✓ Complete EVV Training:
  - » Agency Training.
  - » Independent (Non-Agency) Training.
- ✓ Receive email with credentials to sign into Sandata eTRAC website.
- ✓ Sign in and download your unique Sandata Welcome Kit.
- ✓ Log into EVV Portal.
- ✓ Set up correct individuals, services, employees, etc., as applicable in EVV Portal.
- ✓ Start capturing visits when providing services to individuals.

Agency providers using an Alternate EVV system may require a different Getting Started process.



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Nurses and home care HCBS providers who bill for services subject to EVV<sup>3</sup> requirements must document their time using a state approved EVV solution.

To learn more about EVV, please visit the Ohio Medicaid EVV web page.<sup>4</sup>

## Have questions? We are here to help!

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Ohio contracts with Sandata

Technologies to provide the EVV system. Providers can sign up<sup>6</sup> for a 1:1 session with a Sandata trainer for system questions.

Additional contacts<sup>7</sup> are available to assist.

*\*Links can be found on the following page*

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## Getting Started Checklist – Providers using Sandata system

- ✓ Complete EVV Training.
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- ✓ Set up correct individuals, services, employees, etc., as applicable in EVV Portal.
- ✓ Start capturing visits when providing services to individuals.

Agency providers using an Alternate EVV system<sup>12</sup> may require a different Getting Started process

## Links

1. <https://www.congress.gov/bill/114th-congress/house-bill/34/text>
2. <https://codes.ohio.gov/ohio-administrative-code/rule-5160-1-40>
3. <https://medicaid.ohio.gov/static/Providers/EVV/Providers/Covered-Programs-and-Services.pdf>
4. <https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification/upcoming-webinars>
5. <https://medicaid.ohio.gov/static/Providers/EVV/Main/FAQforEVV.pdf>
6. <https://go.oncehub.com/ODMEVVHelp>
7. <https://medicaid.ohio.gov/wps/portal/gov/medicaid/families-and-individuals/citizen-programs-and-initiatives/evv/contact-information>
8. <https://www.sandatalearn.com/?keyname=ODMEVVnonagencyphase3>
9. <https://www.sandatalearn.com/?keyname=ODMEVVnonagencyphase3#/>
10. <https://etraconline.net/login>
11. <https://evv.sandata.com/VM/Login>
12. <https://medicaid.ohio.gov/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification/alternate-system/alternate-system>