

Alternate Electronic Visit Verification System Certification Process and Business Requirements

The Ohio Department of Medicaid (ODM) requires in [Chapter 5160-32](#) of the Ohio Administrative Code, the use of an Electronic Visit Verification (EVV) system for visit capture of certain home and community-based services. ODM provides an EVV system at no charge for all providers in Ohio. Financial management service (FMS) entities contracted with the State are Alt EVV vendors. Providers can choose to use either the State's EVV system or an Alt EVV system. If an Alt EVV system is used by a provider and for all FMS entities, their respective systems must integrate with the State's Aggregator to send required EVV data to the State.

Alt EVV Certification Process

Providers and Alt EVV vendors must initiate and participate in the ODM Certification Process found on the [ODM EVV website](#). This process includes initial contact with the State and its EVV contractor, identification of the Alt EVV vendor, participation in a live system demonstration with ODM and verification of data transmitted to the Aggregator during testing. If the provider is working with an Alt EVV vendor that is not already certified in Ohio, the provider and vendor must work with ODM to schedule a live system demonstration of the Alt EVV system. The system demonstration is to ensure EVV required functionality exists as outlined on the ODM Alt EVV Demonstration Checklist found on the [ODM EVV website](#). Providers and vendors can continue through the certification process after requesting the demonstration meeting, however the system will not be certified until it successfully passes the demonstration, and an approval email is received from ODM.

Provider Responsibilities:

1. Providers must initiate the ODM certification process by sending an email to ODMEVV@sandata.com and OHAltEVV@sandata.com.
 - A. This opens a ticket with ODM and the State's EVV contractor to notify both of provider's intent to use an Alt EVV system.
 - B. The following must be included in the communication: provider name, provider Medicaid provider ID, the name of the individual serving as the primary point of contact, and the phone number of the primary point of contact in the email communication.
 - C. Ensure the email address used to initiate Alt EVV intent is monitored frequently.
 - D. Providers may consider including their Alt EVV vendor contacts in the initiation email.
2. Providers must complete Aggregator Training before production credentials are obtained by the Alt EVV vendor.
3. If the provider was using the State's EVV solution prior to transitioning to an Alt EVV system, it is the provider's responsibility to use [eTrac](#) to return any State provisioned EVV devices, if applicable. For additional information on how to return EVV Devices please reach out to the EVV Provider Hotline at 855-805-3505 or email ODMCustomerCareEmail@sandata.com.

Alt EVV Vendor Responsibilities:

4. After the provider completes step #1 above, the vendor can obtain credentials and complete integration testing via the [Ohio EVV Vendor Self Registration Portal](#).
 - A. The vendor portal guides vendors in becoming certified in Ohio.

Business Requirements

The Alt EVV System must comply with the Alt EVV Technical Specifications (found in the “Information for Providers” tab on the [ODM EVV website](#)) and the Business Requirements below:

1. The Alt EVV system must successfully integrate with the State Aggregator.
2. Providers may choose to use multiple Alt EVV systems to send visit details to the Aggregator for a single Medicaid provider ID.
 - A. Each Alt EVV system must have a unique EVV account, and each Alt EVV system must pass the ODM certification and testing processes.
3. Three methods of visit capture must be available in the Alternate EVV system.
 - A. All methods of visit capture must document required EVV data.
 - B. One of the visit capture methods must include manual visit entry.
4. Alt EVV systems must send new and edited data for a completed visit in a ‘Verified’ status (via the Alt EVV technical interface) to the Aggregator within 24 hours.
 - A. Visits must be in the Aggregator and in a ‘Verified’ status before billing occurs.
 - B. Incomplete visits and visits with exceptions may also be sent to the Aggregator.
5. Alt EVV systems must calculate all exceptions that are calculated by the State’s EVV contractor as applicable.
6. Alt EVV systems must permit providers to make manual entries and edits.
 - A. Alt EVV systems must collect the supporting the manual entry and/or edit.
 - B. Alt EVV systems must maintain an audit trail in accordance with State and Federal law.
 - C. Visit data collected using an Alt EVV system cannot be modified directly in the State’s EVV system, it must be modified/updated in the Alt EVV vendor system.
7. Alt EVV systems must collect an attestation for all manual entries and/or edits confirming the presence of alternate documentation supporting the entry and/or edit in accordance with program policy rules for the service provided. Alt EVV systems must maintain all records necessary for services provided in accordance with program policy rules.