

Ohio Home Care Waiver

Understanding EVV Claims Validation

(Updated: January 16, 2026)



Department of
Medicaid

The Ohio Department of Medicaid (ODM) hosted two training sessions for Ohio Home Care Waiver (OHCW) providers in preparation for the new Electronic Visit Verification (EVV) claims validation requirements effective for dates of service January 1, 2026. Below is a list of answers to the most frequently asked questions from attendees during the two training sessions.

If you were unable to attend or would like to review the presentation materials, you can access the slide deck at this [link](#).

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Frequently Asked Questions

Services Subject to EVV

Refer to [Ohio Administrative Code \(OAC\) Rule 5160-32-01](#) for a full list of services subject to EVV in Ohio.

1. **Question:** When adding a Recipient, how do I know which "Program" to select if they are on the Ohio Home Care Waiver program?

Answer: If your Recipient is on the Ohio Home Care Waiver program, select the "OHC" program code when setting up your Recipient.

2. **Question:** If my Recipient is transitioning to an Ohio Department of Aging (AGE) waiver program, do I still need to use EVV?

Answer: PASSPORT EVV services are also subject to EVV claims validation on date of service 1/1/2026. For a full list of services subject to EVV under the PASSPORT waiver, refer to page 7 of the [Program and Service Code Guide](#).

Sandata and Alternate EVV

Refer to [OAC Rule 5160-32-03](#) for more information on alternate EVV vendors.

1. Question: Can Independent Providers download the Sandata Mobile Connect (SMC) application?

Answer: Yes, Independent Providers can download the SMC app from the [Apple Store](#) (iPhone) or [Google Play Store](#) (Android) to capture and record visits. To create or update Recipient records, or to view or modify visit records, log in to your EVV account with your OH|ID through the [Sandata landing page](#).

2. Question: I do not have EVV yet. Do I register first, then download the app?

Answer: Please refer to the [Getting Started with EVV Provider Checklist](#) which covers all the steps you need to go through to begin recording visits.

3. Question: Is one-on-one training available with an EVV representative?

Answer: Yes, you can connect with a Sandata representative during their daily office hours. Register [here](#) for an upcoming session.

For additional support, you can also:

- [Review the Ohio user guides](#)
- [Watch the instructional videos](#)
- [Submit a help ticket](#)
- Contact EVV Technical Support:
 - Phone: 1-855-805-3505
 - Email: ODMCustomerCareEmail@sandata.com

4. Question: How do I authorize my Recipient in Sandata?

Answer: In your Sandata EVV account, click on 'Recipients Management' on the left. Open your Recipient's profile, go to the Program tab, and click 'Add Authorization' to add EVV authorizations for the services you provide. For more information, visit the Sandata resource [Creating Recipient Authorizations](#).

5. Question: I created a Recipient record, but I do not see them in my account or in my previous claims. How can I find or access this Recipient?

Answer: When you add a new Recipient, their status is 'Pending,' but the Recipients Management module only shows 'Active' Recipients. Click the filter button and change it to 'Pending.' Then, open their profile and change their status to 'Active.' For more information, visit the Sandata resource [Creating a New Recipient](#).

6. Question: When I review the dashboards and reports in my Sandata EVV account showing my previous visits, which payers are included?

Answer: Visit Maintenance, Visit Review, and Reports within the Sandata EVV solution will include all Payers. You can add a filter to the data to look at specific payers as well.

7. Question: I use an Alternate EVV vendor. Why don't I have access to the Visit Maintenance dashboard?

Answer: Please contact your agency administrator for more details on your user role.

EVV Live-in Caregiver Exemption

1. Question: If I am using an Alt EVV vendor, can I still qualify for a live-in caregiver exemption?

Answer: Yes, providers using an Alt EVV vendor can submit for the live-in caregiver exemption using the [online request form](#). In order to complete the form, you will need the following details from your Alt EVV vendor:

- Provider Medicaid ID
- Provider Santrax ID
- EVV Account Number
- Recipient Medicaid ID
- Recipient Santrax ID

For more information on live-in caregiver exemptions, refer to the following resources:

- [OAC Rule 5160-32-01](#)
- [EVV Live-In Caregiver Exemption Online Request Process](#)

Claims Validation

1. **Question: If I do not list the correct procedure code, will I be able to continue with submitting my claim?**

Answer: If the procedure code on the claim line does not match the procedure code on the recorded visit in the EVV system, the claim line will deny. For a complete list of procedure codes for services subject to EVV under the Ohio Home Care Waiver, refer to page 3 of the [Procedure Code Guide](#).

2. **Question: Does the N56 error occur if I submit the claim before Sandata receives the visit information?**

Answer: Yes, error N56 means that there is no Verified/Processed visit record in EVV that matches your claim. Please make sure your visit is in Verified status on the Visit Maintenance dashboard in Sandata EVV before submitting your claim.

3. **Question: What is the aggregate dashboard?**

Answer: ODM's [Provider Dashboards](#) display an overview of your claims' success rates, including a summary of errors from the past 12 months. To view your specific data, you'll need to enter information unique to your provider. The dashboard summarizes results and trends but does not display details for individual claims.

4. **Question: Can Independent Providers view their success rates on the aggregate dashboard?**

Answer: Yes, ODM's [Provider Dashboards](#) are available at the Medicaid provider level. You can view data for any provider submitting claims; however, the dashboard displays only aggregated information rather than individual claim details.

Unit Calculations and Billing

1. Question: Does EVV have an overtime code?

Answer: EVV does not relate to overtime (OT). OT codes exist only on claims. For overtime billing questions/codes, contact the Integrated Help Desk at 1-800-686-1516.

2. Question: What do I do if one visit has multiple codes?

Answer: If you provide two different services in the same visit, you need to enter each one as a separate visit, with its own procedure code.

3. Question: If I use RhinoBill, do they verify my EVV visits for me?

Answer: No, RhinoBill is a third-party billing solution.

4. Question: How do I remove duplicate clock-in or out from EVV? Does a duplicate affect billing?

Answer: If you are using the Sandata system, sign into your EVV account and navigate to the Visit Maintenance module. On the far-right of the EVV visit record, click the 'Do Not Bill' checkbox to Omit the EVV visit record. If you are using an Alt EVV system, contact your vendor to mark the duplicate visit as Omit.

5. Question: If a provider clocked out 50 minutes past the shift end time but I billed for the correct hours, will the claim be denied?

Answer: If the provider clocked out late (50 mins above), your claim for this date of service would not be denied since your billed units are less than or equal to the units on the EVV visit record. You will only receive an error on your claim if you bill more units than what is in EVV. However, your EVV visit record should accurately reflect what occurred during the visit; therefore, you should manually correct the time.