

PASSPORT

Understanding EVV Claims Validation

(Updated: January 16, 2026)



Department of
Medicaid

The Ohio Department of Medicaid (ODM) hosted two training sessions for PASSPORT waiver 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.

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: What are the services subject to EVV?

Answer: The following services are subject to EVV:

- Choices Home Care Attendant
- Enhanced Community Living
- Home Care Attendant
- Personal Care
- Participant-Directed Personal Care
- Waiver Nursing

For a full list of services subject to EVV under the PASSPORT waiver, refer to page 7 of the [Program and Service Code Guide](#).

Methods of Visit Capture

1. **Question: For Sandata Mobile Connect (SMC), can the provider use their personal phone to capture visits, or would the agency need to provide one to them?**

Answer: The provider can use their personal device for visit capture by downloading the SMC app on their iPhone or Android device. Alternatively, the SMC app can be accessed on a state-provided Sandata mobile device—requests can be made through [eTRAC](#).

2. **Question: Is Voice Visit Verification acceptable if the authorization states that an actual signature is needed?**

Answer: As outlined in [OAC Chapter 5160-32](#), Recipient verification is not required for EVV. Providers may need to obtain signatures to meet other service-specific requirements, but this will not be included in the EVV solution.

3. **Question: For Telephone Visit Verification (TVV), is the phone number used to clock in and out universal? What information will the employee need to provide?**

Answer: Each agency provider receives a unique toll-free phone number to use for clocking in and out with the TVV system. You can find this phone number in the provider's EVV Welcome Kit from Sandata/HHA. When calling in, employees should have their Santrax ID, the Recipient's Medicaid ID, and the Service ID ready.

Independent Providers (IPs) use a shared toll-free phone number, which is provided in their Welcome Kit. IPs will need to provide a PIN number in addition to the information above — Santrax ID, Recipient's Medicaid ID, and Service ID.

Sandata and Alternate EVV

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

1. **Question: Does it cost money to use Sandata EVV?**

Answer: No, the state-provided Sandata EVV solution is at no cost to the provider.

- 2. Question: Will Sandata be adding the option to input the care provided? We currently have to maintain a timesheet to show our surveyor the services provided.**

Answer: EVV does not track individual tasks or care details. Service documentation requirements vary by program and must be maintained separately outside of EVV.

- 3. Question: If an agency has two locations, can one location use the Sandata EVV solution and another use one of the approved Alt EVV vendors?**

Answer: Yes

- 4. Question: What is the difference between GPS data and location data?**

Answer: Location data shows whether the visit started and ended at 'Home' or in the 'Community', indicating where care is delivered. GPS data is not required for EVV and may only be logged with written consent from the individual via the [ODM 10375 EVV GPS Consent Form](#).

For more information on GPS functionality, refer to [OAC Rule 5160-32-02\(E\)](#).

- 5. Question: Who enters the Recipient information into Sandata?**

Answer: If you are a provider using the state-provided Sandata EVV solution, you are responsible for entering the Recipient record and details of the Recipient in your account. If you are a provider using an Alt EVV solution (including the FMS Alt EVV solution), your Alt EVV vendor will send the Recipient data to the Sandata Aggregator. To learn how to create a Recipient record in Sandata EVV, check out [Recipient Records](#).

- 6. Question: How do I confirm that a Recipient is present in my Sandata account when using an Alt EVV vendor? When I check the status of a visit in Sandata, the Recipient is not in the database.**

Answer: As the provider, it is your responsibility to make sure your data from the Alt EVV system is transitioned to the [Sandata System](#) as outlined in [OAC 5160-32-03](#). Please reach out to ohaltevv@sandata.com if you need additional assistance.

7. Question: Can the Recipient record in Sandata be updated after the Medicaid ID is received, or should the profile be resubmitted through the vendor to make changes?

Answer: If a Recipient record was sent to Sandata without a Medicaid ID, you can add the Medicaid ID in your Alt EVV vendor system and resend the updated record to the Sandata Aggregator.

8. Question: What is the PIMS ID?

Answer: The PIMS ID is a unique number assigned to your Recipient by the Ohio Department of Aging (AGE).

9. Question: What should I do if a Recipient does not have a Medicaid ID when entering their information into Sandata EVV (for example, new PASSPORT referrals or state-funded Recipients)?

Answer: If the Recipient does not have a Medicaid ID yet, you should enter their PIMS ID in the 'Recipient/Client Payer ID' field when creating their Recipient record in Sandata EVV. This number is typically listed on the service authorization you receive from the Case Manager.

Visits recorded for Recipients who do not have a Medicaid ID may appear as 'Incomplete' in EVV, but AGE will use your EVV data to process your claims.

The following guide outlines step-by-step instructions for creating a new Recipient in Sandata EVV, including what to do if the Recipient does not have a Medicaid ID yet: [Creating a New Recipient](#).

10. Question: What do I do once the Recipient receives their Medicaid ID? Should I update their record in Sandata EVV?

Answer: Yes. Once the Recipient receives an active Medicaid ID, you must update the existing Recipient record in Sandata EVV to add the 12-digit Medicaid ID.

EVV Live-in Caregiver Exemption

1. **Question:** If a live-in caregiver exemption is approved, do providers still need to fill out timesheets for service documentation?

Answer: Service documentation requirements are service-specific. It is not maintained in the Sandata system. For more information on these service-specific requirements, refer to [OAC Chapter 173-39](#).

2. **Question:** When submitting a claim for services provided under a live-in caregiver exemption, what additional steps or coding are required to make sure the claim processes correctly?

Answer: If a live-in caregiver exemption is approved and entered into the system, it will be automatically reflected. For claims, once the exemption is approved, no special coding is needed; the system will recognize and process it accordingly.

3. **Question:** We have a Home Health Agency approved for an EVV live-in caregiver exemption through ODM. Will that automatically approve for PASSPORT (T1019) effective January 1, 2026?

Answer: The live-in caregiver exemption applies to Passport T1019 services only if you included this service on your original live-in caregiver form. To add this service now, submit an update using the [online request form](#).

4. **Question:** Even though a live-in caregiver exemption is approved, the comment on the approved claim mentions that EVV data is not available in Sandata. Should we create a manual entry to avoid our claims being rejected?

Answer: If a live-in caregiver exemption is correctly entered into the EVV account (using the right Provider Medicaid ID, Recipient Medicaid ID, and matching payer/service), the claim will not deny for EVV errors. However, this does not guarantee claim approval, as it will still need to go through other AGE program validations. Log in to your EVV account to make sure the live-in caregiver exemptions are entered as expected.

For step-by-step instructions, visit the Sandata resource [How to View Approved Live-In Caregiver Exemptions in the EVV System](#).

Claims Validation

1. **Question: Did the new claims validation requirements go into effect January 1, 2026, for the Next Generation MyCare program?**

Answer: Claims validation for the MyCare program will be effective March 1, 2026. Please visit medicaid.ohio.gov/evv for the current claims validation schedule.

2. **Question: If a visit has an error and is fixed, do we need to wait until the following month to resubmit the claim?**

Answer: No, you are not required to wait until the next month to resubmit the claim. You can resubmit it once the error is fixed.

3. **Question: What do I do if my Remittance Advice says ‘Consumer not found in Sandata’ even though the consumer is listed in Sandata by Agency?**

Answer: The error ‘EV003 Consumer not found in Sandata’ occurs if your claim is not able to identify your Recipient based on the Recipient’s Medicaid ID. Confirm that you have the Recipient in your Sandata EVV account or the Sandata Aggregator by running the daily report called ‘Active Recipients’. Make sure the Recipient exists with the correct Medicaid ID.

4. **Question: What do I do if my Remittance Advice says, ‘Units billed more than Sandata’? Does the employee number need to be entered manually?**

Answer: If your claim has more units than what is calculated in EVV, your claim will deny (error EV008) as EVV could not validate your claim. However, it is okay for your EVV data to have more units than what is on your claim-that will not cause a denial.

5. **Question: For error EV005, who should we contact to make sure the PIMS ID and Medicaid ID provided are correct?**

Answer: Reach out to your PASSPORT Administrative Agency (PAA). Also, make sure you record your visit under the same Medicaid ID that you submit on your claim.

Unit Calculations and Billing

1. **Question:** What is the best solution for cases where EVV time slightly differs from billing time due to rounding?

Answer: The number of units on your EVV visit data must be equal to or greater than the number of units on your claim. EVV does not replace what is authorized by the Case Manager or what is outlined in the OAC. Please refer to the following resources for more information:

- [PASSPORT Unit Methodology Infographic](#)
- [Sandata Ohio Unit Calculation Methodology Table](#)

2. **Question:** When a Recipient has two visits in one day with the same caregiver, is it necessary to use a modifier?

Answer: A modifier is not required for multiple visits on the same day for the same Recipient when billing for PASSPORT services.

3. **Question:** T1019 vs T1019 UA and U2. Will these modifiers be used moving forward?

Answer: EVV only utilizes T1019 without modifiers. If you have questions about your PASSPORT claims, reach out to the AGE Help Desk for support:

- Email: ODA_ISD_HelpDesk@age.ohio.gov
- Phone: 1-866-243-5678

Other

1. **Question:** Who do I email to confirm the email address on file for Provider Network Management (PNM) and get an updated OHID with 8 digits?

Answer: You can contact the ODM Integrated Help Desk (IHD) at 1 (800) 686-1516. You can also visit Ohio's PNM system to review the details of your provider record. The PNM system is accessible through your OH|ID at https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx.