



Department of Medicaid



ARE YOU

A direct care worker (DCW), independent or self-directed provider?

DO YOU

Live in the same household as the individual receiving services?

If you answered YES to both questions, you may be exempt from Ohio Department of Medicaid (ODM) Electronic Visit Verification (EVV) requirements. To submit an EVV exemption request, follow the steps below.

1

**Fill out the online [Exemption Request Form](#).
Providers must complete all sections of the form.**

To ensure timely review and approval, confirm the below information is correct on your form:

1. Provider 7-Digit Medicaid ID or Financial Management Service (FMS) 7-Digit ID

- » Enter your 7-digit Provider Medicaid ID number.
- » If you need assistance finding the Provider Medicaid ID, please contact your provider organization, financial management service, or employer.

2. Shared Street Address/Service Site

- » The address information listed on the form and supporting documentation **must match** the address listed in [Ohio Benefits](#), Ohio's benefits eligibility system, for the individual receiving services. If the address in Ohio Benefits needs updating, please call [800-324-8680](#).

3. Service Procedure Codes

- » Select only the services the DCW, independent, or self-directed provider is currently providing or planning to provide to the individual receiving services, not all the services they are authorized to provide.

If you need help finding the Account IDs required for the live-in caregiver exemption online request form, please refer to the following resource: [Finding Account IDs in Sandata EVV for Live-in Caregiver Exemption Requests](#).

2

Upload required documentation to the Exemption Request Form to verify shared address.

Examples must be legible and may include:

» Utility Bills

» Current state ID or
driver's license

» W2

» Tax return

3

Confirm the direct care worker and recipient records are in the Sandata system or Aggregator.

- » If using a different EVV vendor for visit capture, the DCW and recipient's record must be documented in the Sandata Aggregator system.
- » **Note:** Self-Direction through an FMS is entered by the FMS and is not visible to the self-directed caregiver/provider.

4

Click “submit” on the online Exemption Request Form.

- » You will receive an automated email that your request was successfully submitted and received by the ODM EVV team.

5

Ohio Department of Medicaid will review your request.

You will be notified via email that the exemption was either approved or was unable to be processed.

- » If approved, the Sandata EVV System is updated to reflect the exemption.
 - Please validate that the exemption approval is reflected in the Sandata EVV system. If you have received approval, but it is not yet in the Sandata EVV system, reach out to EVV@medicaid.ohio.gov.
- » You must report any changes in live-in status, payer, or service by submitting a new [EVV Exemption Request Form](#).
- » If ODM is unable to process your request, you will be notified of the reason for this determination.
Common reasons requests cannot be processed:
 - Proof of address for direct care worker does not match recipient eligibility **or** does not identify the direct care worker.
 - Recipient could not be found in the Sandata system.
 - Incorrect identification number:
 - EVV Account
 - Recipient Santrax ID
 - Provider Medicaid ID
 - Direct Care Worker Santrax ID



Helpful reminders:

- » DCW, independent, or self-directed providers must continue to log all services subject to EVV until you receive written notice that the exemption request has been approved.
- » An exemption only applies to a single situation. If a DCW, independent, or self-directed provider needs additional exemptions, they will need to be requested separately.
- » **Providers who lack regular internet access and are unable to use the online request form** can use ODM Form 10374 on the [Medicaid Forms Webpage](#). It should be submitted via the Ohio Department of Administrative Services [File Drop website](#), emailed to EVV@medicaid.ohio.gov or faxed to 614-318-4956.
- » ODM may request proof of live-in status at any time to make sure program requirements are met.

Please see [Ohio Administrative Code \(OAC\) Rule 5160-32-01](#) for more information.