

Electronic Visit Verification Update

For Ohio Home Care Waiver Providers

December 5 and 10, 2025



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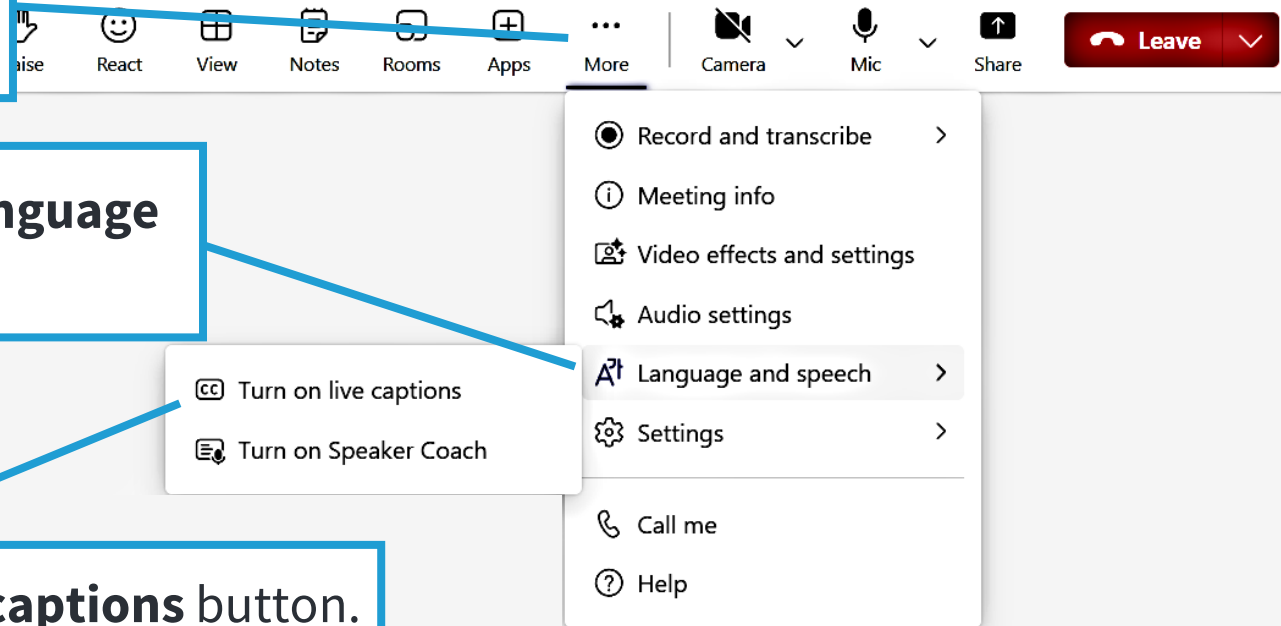
Accessibility

You can turn on closed captioning for this webinar by following the steps below in Microsoft Teams.

Step 1. Click on the **More** button at the top of the screen.

Step 2. Hover your mouse over the **Language and speech** button in the dropdown.

Step 3. Click on the **Turn on live captions** button.



Today's Agenda

- 1** | Electronic Visit Verification (EVV) Program Overview and Updates
- 2** | EVV Live-In Caregiver Exemption
- 3** | Sandata Overview and Alternate EVV
- 4** | EVV Visit Statuses
- 5** | Getting Ready for Claims Matching
- 6** | Announcements and Resources

Electronic Visit Verification Program Overview and Updates

Federal and State Regulations (1 of 2)

The [21st Century Cures Act](#) requires states to use electronic visit verification (EVV) for certain Medicaid personal care and home health services provided in an individual's home or community. EVV helps ensure that services are delivered as planned and that individuals receive the care they need on time. The Ohio Department of Medicaid (ODM) began using its EVV system in 2018.

Federal and State Regulations (2 of 2)

<u>OAC 5160-32-01</u>	Electronic Visit Verification Program: This rule describes impacted programs and services.
<u>OAC 5160-32-02</u>	Electronic Visit Verification Data Collection: This rule provides requirements and methods for collecting EVV information.
<u>OAC 5160-32-03</u>	Alternate Electronic Visit Verification Vendor: This rule describes using an alternate EVV vendor instead of the state-contracted vendor, Sandata.
<u>OAC 5160-32-04</u>	Electronic Visit Verification Program Providers: This rule focuses on expectations for providers and financial management service vendors.

Electronic Visit Verification Overview

EVV requires direct care workers (DCWs) who provide certain personal care and home health services to electronically report six items to make sure individuals are receiving the care they need.

- ✓ The **type of service** provided
- ✓ The **individual** receiving the service
- ✓ The **date** of the service
- ✓ The **location** where the service was provided
- ✓ The **DCW** providing the service
- ✓ The **time** the service begins and ends

Ohio Department of Medicaid

Ohio Home Care Waiver Services



Subject to EVV

Home Care Attendant

Personal Care Aide

Waiver Nursing

Including self-directed services (submitted through the FMS)



NOT Subject to EVV

Facility-based services

Structured Family Caregiving

Services, subject to EVV, provided by live-in caregivers (with approved exemption)

For a comprehensive list of services requiring EVV under ODM waivers, please refer to [OAC 5160-32-01](#).

Live-In Caregiver Exemption

Live-In Caregiver Exemption Online Request Process

If a provider lives in the same household as the individual receiving services, they may be exempt from EVV requirements. To submit an EVV live-in caregiver exemption request, follow the steps below.

1 Fill out the online Exemption Request Form medicaid.ohio.gov/home/evv-exemption-request Providers must complete all sections. Required Information • EVV Account Number • Provider Medicaid ID • Recipient Santrax ID • DCW Santrax ID	2 Upload required documentation to the Exemption Request Form This documentation will be used to verify the shared address. Examples may include utility bills, current state ID or driver's license, W2, or tax return.	3 Confirm the DCW & recipient records are in the Sandata system If using a different EVV vendor for visit capture, the DCW and recipient records must be documented in the Sandata Aggregator system.	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 ODM will review your request You will be notified via email that the exemption was either approved or denied. If approved, the Sandata EVV System is updated to reflect the exemption. This could take a few days to complete.
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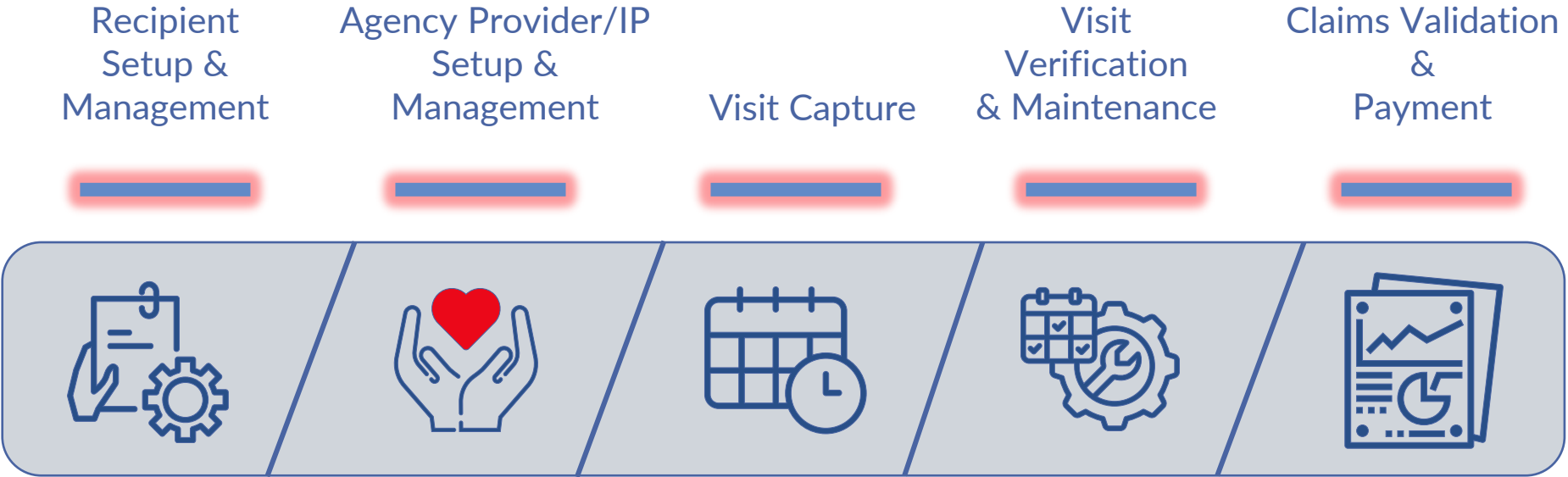
For more information, refer to the following resources:

[EVV Live-In Caregiver Infographic](#) and [Sandata EVV Live-In Caregiver Exemption Checklist](#)

Sandata Overview

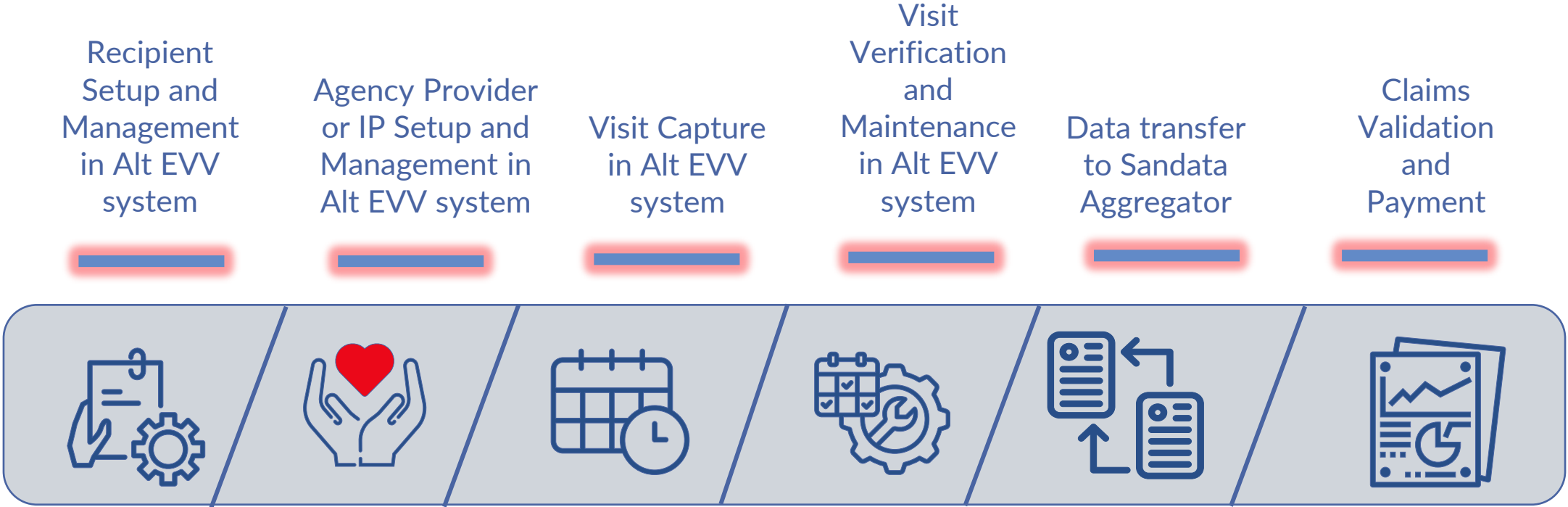
Sandata Electronic Visit Verification Process

The EVV Tracker below represents the full process agencies follow to stay compliant and successfully manage their operations. It's important to remember that EVV is not a single step — it's a continuous cycle.



Sandata Alternate Electronic Visit Verification Process

In contrast, an Alternate EVV provider uses their own third-party EVV system. That system must send visit data to the Sandata Aggregator for validation and claim matching.



How to Register for a Sandata EVV Account

After obtaining a Provider Medicaid ID number, you will create an account in the Sandata Self-Registration Portal (<https://evv-registration.sandata.com/>). Follow the steps below to complete the registration process.

1

On the Welcome screen, select **Register as a Provider**.

What would you like to do?

Register as a Provider

Register as an Alternate EVV Vendor

Login

2

Select **Ohio Department of Medicaid** from the dropdown menu.

Please select the EVV program in which you would like to register:

SELECT EVV PROGRAM *

Arkansas DHS

Delaware Health and Social Services

Massachusetts EOHHS

Nevada Division of Health Care Financing and Policy ...

Ohio Department of Medicaid

3

Enter the **Provider Medicaid ID** and the **Employer Identifier Number (EIN)** or **Tax Identification Number (TIN)**.

Please enter your unique provider identifiers for the EVV program:

ENTER PROVIDER MEDICAID ID *

Enter Provider Medicaid ID

ENTER EIN/TIN * *i*

Enter EIN/TIN

4

Select **Register**.

Register

How to Log in to a Sandata EVV Account

Once your Sandata account is created, you will login to your Sandata EVV account using your OH|ID.

What is OH|ID?

OH|ID is Ohio's secure online identity management system. With OH|ID, you only need one username and password to access multiple State of Ohio systems, enhancing the security of your data and protected health information.

Follow the steps below to log in to your Sandata EVV account. In order to access your Sandata EVV account, the email address in the Provider Network Management (PNM) system must match the email address in your OH|ID account.

- 1 Visit <https://sandata.zendesk.com/hc/en-us/sections/8009092910867-Ohio-OH-ODM>.
- 2 Select **Login with OH ID**.
- 3 Enter your OH|ID and password.
- 4 Complete the Multi-Factor Authentication (MFA).

Once you have successfully logged into your Sandata EVV web portal, you can enter recipient and employee information and start logging visits.

OH|ID Resources

If you are experiencing OH|ID login issues, refer to the following helpful resources:

[PNM Reference Guide](#)

Offers detailed guidance on creating an OH|ID account, specifically for accessing the Provider Network Management (PNM) module.

[Get Started with OH|ID](#)

[OH|ID Account Creation User Guide](#)

Provides step-by-step instructions for creating a OH|ID account, complete with helpful screenshots to guide you through each stage of the process.

[OH|ID Help Center](#)

Outlines available support options for resolving login issues, such as forgotten usernames, passwords, or PINs, and difficulties with two-step verification.



Please note that the **email address** associated with your OH|ID, PNM, and Sandata EVV accounts **must all match** in order to successfully log visits and match to claims.

How to Record a Visit

DCWs can capture a visit four different ways:

Sandata Mobile Connect (SMC)

Sandata Mobile Connect (SMC) application on a personal mobile device is ODM's preferred method.

Please visit the SMC – Google Play Store or SMC – Apple Store to download the app.

Sandata Device

SMC application on a state provided Sandata mobile device.

Agency administrators or independent providers can request a device from eTRAC. DCWs are responsible for maintaining the device.

Sandata Telephone Visit Verification (TVV)

Sandata Telephone Visit Verification (TVV) using Call Reference Guides.

Please see the Information for Providers tab on medicaid.ohio.gov/evv for more information.

Manual Visit

Manual visit entry is only permissible if verification through a device with the SMC application or TVV is not available or appropriate based on the immediate needs of the individual. It is not to be used for routine visit verification.

Note: All visits must appear with a "Verified" status on the Visit Maintenance dashboard in your Sandata EVV web portal before you bill ODM for those visits.

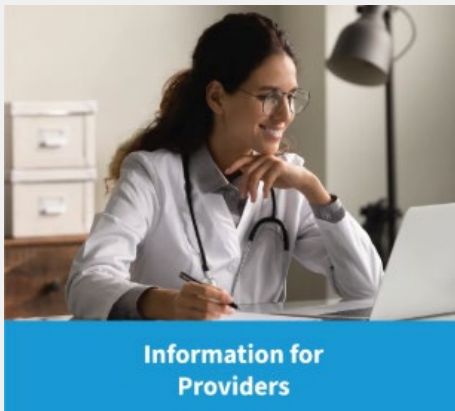
Alternate Electronic Visit Verification Vendors

Providers can choose the data collection method that best meets their needs whether it's the Sandata EVV solution, available at no cost, or an ODM-certified alternate EVV solution that collects the required EVV data elements and submits the data to the Sandata Aggregator.

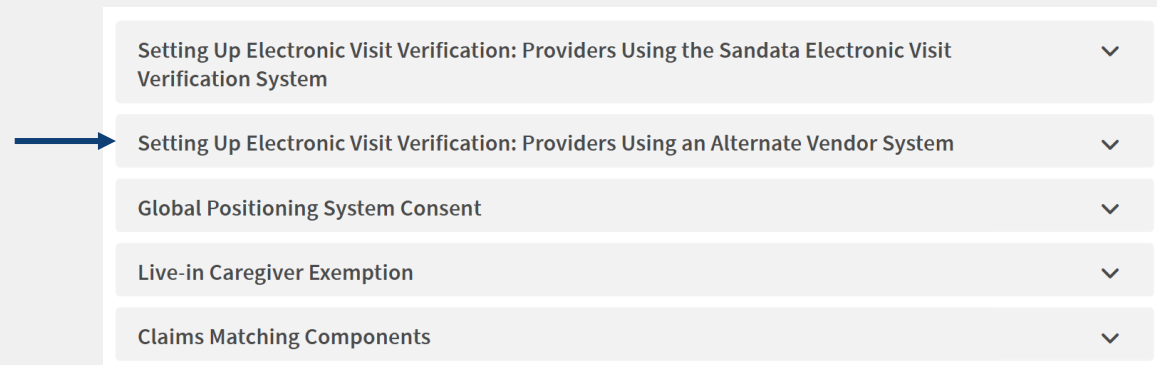
ODM-Approved Alternate EVV Vendors

To view a full list of ODM-certified alternate EVV vendors, visit medicaid.ohio.gov/evv.

- 1 Scroll down and click on the “Information for Providers” tile.



- 2 Expand the “Setting Up Electronic Visit Verification: Providers Using an Alternate Vendor System” drop down to view the list.



Electronic Visit Verification Visit Statuses

Sandata Visit Maintenance Dashboard

To view the status of your visit, log into the Sandata EVV web portal (<https://sandata.zendesk.com/hc/en-us/sections/8009092910867-Ohio-OH-ODM>) using your OHID and go to the Visit Maintenance dashboard.

Sandata
Home Care

Navigate Modules

Dashboard

Recipients

DCW/Employees

Scheduling

Visit Maintenance

Reports

XREF

Security

Messaging

Visit Maintenance / Manage Visits

Select Agency

LOG OUT

CREATE VISIT

CREATE CALL

FILTERS

SHOW DISPLAY OPTIONS

EXPORT DATA

APPROVE ALL

DISAPPROVE ALL

Show Legend

RECIPIENT NAME	DCW/EMPLOYEE NAME	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	PAY HOURS	VISIT STATUS	DO NOT BILL	UNITS	ACTION
Test, Jane	Doe, Jay	OHCW HCA (S5125)	11/26/2025	01:00 PM	02:00 PM	01:00							[...]	Scheduled	☐	0	
Test, Jane	Doe, Jane	OHCW Nsg - RN (T1002)	11/25/2025				10:00 AM	11:00 AM	01:00	10:00 AM	11:00 AM		01:00	Verified	☐	4	
Test, Jane	Doe, Jane	OHCW Nsg - LPN (T1003)	11/20/2025				09:00 AM	10:00 AM	01:00	09:00 AM	10:00 AM		01:00	Verified	☐	4	
Test, Jane	Doe, Jay	OHCW HCA (S5125)	11/17/2025	08:00 AM	09:00 AM	01:00	08:00 AM			08:00 AM			[...]	Incomplete	☐	0	
Test, Jane	Doe, Joey	OHCW PCA (T1019)	11/01/2025				08:00 AM	10:00 AM	02:00	08:00 AM	10:00 AM		02:00	Verified	☐	8	
Total: 04:00																	

**This is a screenshot of a sample portal for demonstration purposes only.* 21

Electronic Visit Verification Visit Statuses (1 of 3)

Scheduled

The visit is scheduled but has not yet occurred. This only occurs when the provider is using the optional Sandata EVV schedule.

In Process

The visit is happening right now! You arrived at the recipient's home or community and clocked in using the Sandata Mobile Connect app or by phone by calling a toll-free number provided to your agency.

Electronic Visit Verification Visit Statuses (2 of 3)

Incomplete

The visit ended, and you clocked out. The visit data is sent to your EVV portal. However, **you are missing at least one of the following key pieces of information** and your visit will show in your EVV portal as an exception.

- Recipient information
- Direct care worker / employee information
- Location
- Date
- Call in and/or call out times
- Service type

Electronic Visit Verification Visit Statuses (3 of 3)

Verified

The visit ended, and you clocked out. The visit data is sent to your EVV portal and does not contain any exceptions. In other words, all key pieces of information are accounted for—you can now submit a claim for this visit.

Please note: Your visit will remain in Verified status until it successfully matches to a claim.

Processed

Your visit record successfully matched to one or more claims validation requests that Sandata has received and processed successfully. You will now be paid for your visit.

Omit

The visit was marked as 'Do Not Bill' within Visit Maintenance.

Getting Ready for Claims Matching

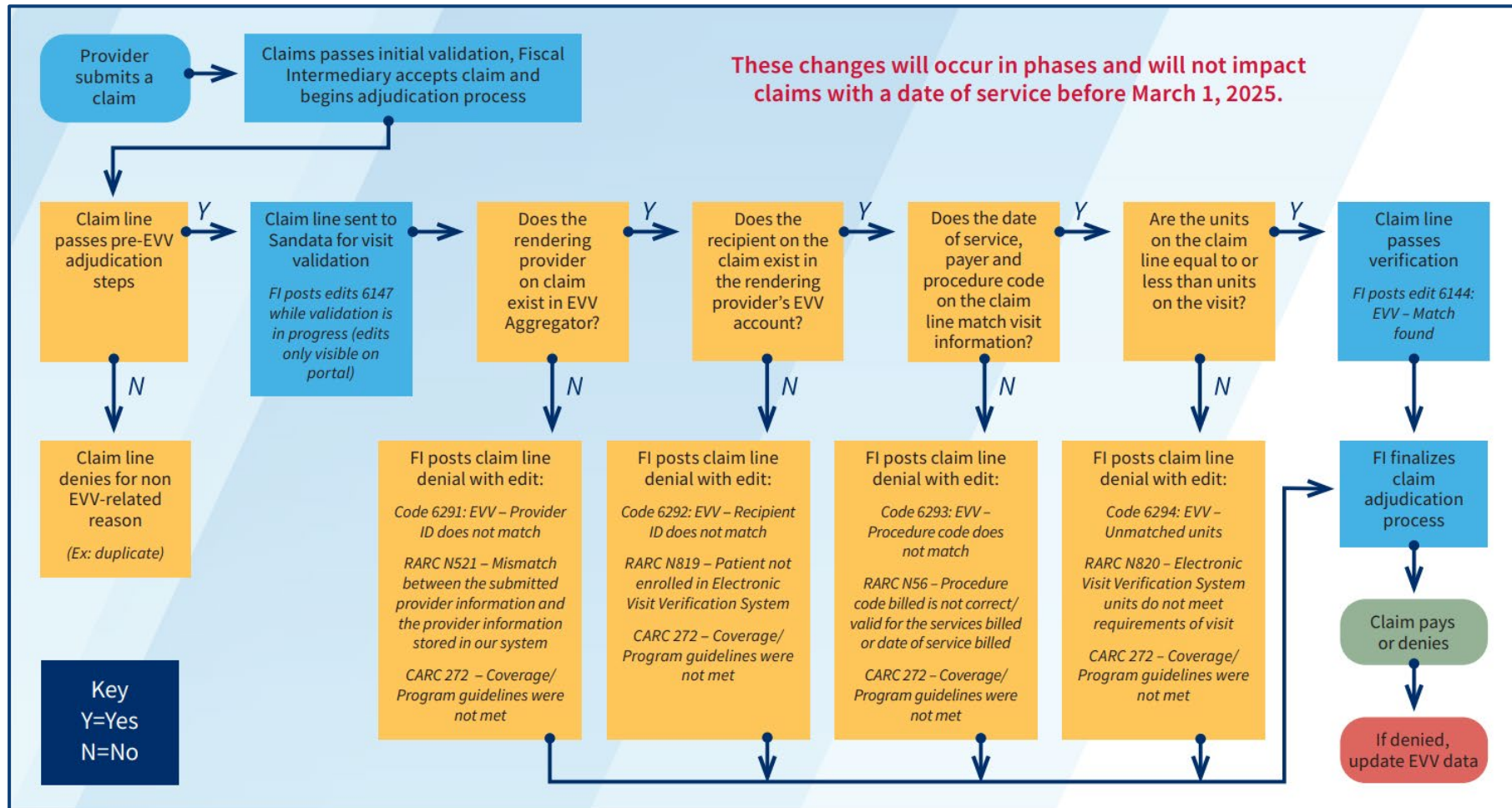
Electronic Visit Verification Claims Processing Phases

Beginning **January 1, 2026**, Ohio Home Care Waiver service claims that require EVV must have a matching EVV visit record upon submission. Claims that do not match will be denied.

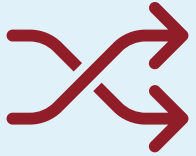
 EVV Claims Adjudication Phases						
PHASE 1 March 1, 2025	PHASE 2 June 1, 2025	PHASE 3 June 1, 2025	PHASE 4 August 1, 2025	PHASE 5 October 1, 2025	PHASE 6 January 1, 2026	PHASE 7 March 1, 2026
Billed to ODM FFS		Billed to Next Gen MCEs		Billed to DODD	Billed to ODM or AGE	Billed to MyCare
HOME HEALTH SERVICES	PRIVATE DUTY NURSING, NURSE ASSESSMENT AND CONSULT	HOME HEALTH SERVICES	PRIVATE DUTY NURSING NURSE ASSESSMENT AND CONSULT	IO, Level 1, SELF WAIVER PROGRAM SERVICES	OHIO HOME CARE, PASSPORT WAIVER SERVICES	HOME HEALTH PDN, NURSE ASSESSMENT AND CONSULT, WAIVER SERVICES
						
*Based on claim line date of service.						

Ohio Home Care Waiver

Electronic Visit Verification Claims Validation Flow



For more information about the various warning messages that will be displayed on your claim Remittance Advice in PNM, [click here](#).



N521

Mismatch between the submitted provider information and the provider information stored in our system

Cause

The Provider Medicaid ID is not in Sandata's system. This could mean that:

- The payer sent a claim for a Provider Medicaid ID that is not subject to EVV, or
- The provider has not registered with Sandata's Provider Portal to obtain an EVV account.

Resolution

- Identify the Medicaid ID associated with the account you are using to record visits and compare this value to the Medicaid ID associated with your claim.
 - To identify the Medicaid ID associated with the Sandata account you use to record visits, refer to the Sandata resource [Provider ID does not match](#).
- If there is a missing Sandata EVV account, create a Sandata account using the Medicaid ID associated with the service being rendered if EVV is applicable.



N819

Patient not enrolled in EVV system

Cause

The Recipient Medicaid ID is not in Sandata's system. This means that the recipient on the claim does not exist in the provider's Sandata EVV account because:

- They have not been added, or
- The Recipient Medicaid ID is incorrect.

Resolution

- Verify the Recipient Medicaid ID and if incorrect, deactivate the Recipient's record. Then, create a new Recipient record with the correct or updated Medicaid ID.
 - To create a new Recipient record, refer to the Sandata resource [Creating a New Recipient Record](#).
- In some circumstances, a visit is recorded without a Recipient Name or ID and will be flagged as an Unknown Recipient.
 - To resolve this issue, refer to the Sandata resource [Updating an Unknown Recipient](#).



N56

Procedure code billed is not correct / valid for the services billed or the date of service billed

Cause

There is no matching visit in the EVW account with both the Provider and Recipient Medicaid ID for this service. This could mean that:

- There is no visit,
- The visit is not in Verified status, or
- The visit does not have the correct payer and/or service.

Resolution

- Ensure the correct program, authorization, and services are in scope in the Recipient record.
- If there is no matching visit for the procedure code or service code, you may need to update the visit entry in the Sandata system.
- Here are a few Sandata resources for addressing this issue:
 - [Adding a Manual Call to an Existing Visit](#)
 - [Creating a Visit](#)
 - [Correcting an Unauthorized Service Exemption](#)



N820

EVV system units do not meet requirements of visit

Cause

The units on the claim line do not meet the requirements of visit (“equal to or less than units on the visit”). This means the visit is in a Verified status and would match to a claim request, except there are not enough units on the visit.

Resolution

- Update your billing to align with the services rendered in Visit Maintenance.
- If the units on your claim do not meet the requirements of a visit, you may need to adjust your call times and dates. Please see below resources to assist with making this change:
 - [Adjusting Call Times and Dates](#)
 - [Ohio Unit Conversion Table](#)

Ohio Department of Medicaid Provider Dashboards

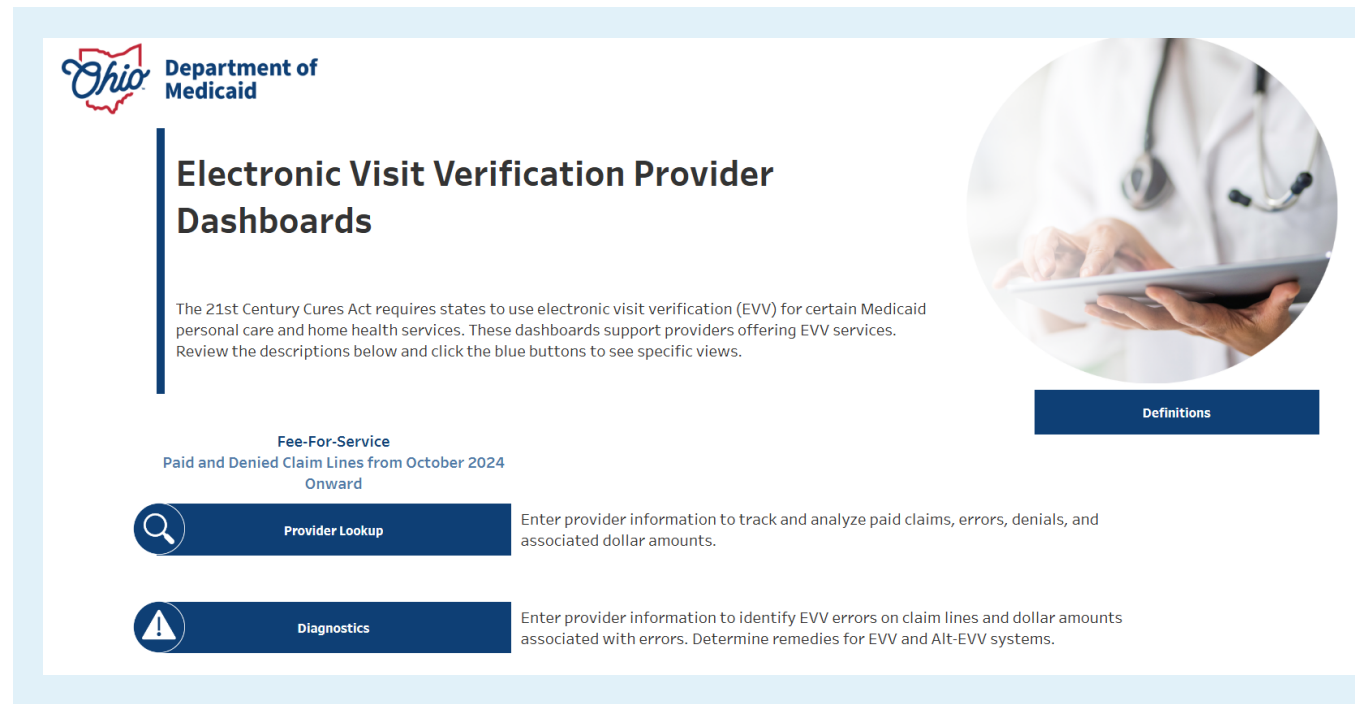
ODM's EVV Provider Dashboard (<https://analytics.das.ohio.gov/t/ODMPUB/views/EVVProviderLookupDashboard/Homepage>) is available to help healthcare providers better understand claim lines status and to evaluate submitted claims that cannot be validated against EVV data.

Dashboard Overview

- Includes claims with service dates in the past 12 months.
- Updated to include each service subject to EVV.
- Does not provide specific information about each invalid claim.

EVV Provider Dashboard

- **Provider Lookup** – Reports claim lines with paid dates after 11/2024 that may be missing EVV data.
- **Diagnostics** – Provides information on the errors generated when claim lines are submitted.
- **Definitions** – Information on the language and terminology used.



For more information on navigating ODM's Provider Dashboards, click [here](#).

Announcements and Resources

Ohio Department of Medicaid and Sandata Support

ODM and Sandata offers a variety of resources to support you with EVV.



Training Sessions

Register [here](#) for an upcoming **Get Ready for Claims Matching** training session.



Daily Office Hours

Register [here](#) for a daily office hours session to ask your specific EVV questions.



Additional 24/7 Support

Contact the EVV Provider Hotline at 855-805-3505 or [submit a help ticket](#).



Integrated Help Desk

Contact the ODM Integrated Help Desk (IHD) at 1 (800) 686-1516.

Additional Support

Providers should reach out to CareStar directly for any service authorization questions at 1 (800) 616-3718.

Do you have questions?

Send an email to InteragencyPolicy@medicaid.ohio.gov.

THANK YOU

medicaid.ohio.gov