Completing EVV Training and Using EVV

Use of Electronic Visit Verification (EVV) is required by all providers of routine Homemaker Personal Care (HPC) billed in 15 minute units, Participant Directed Homemaker Personal Care (PD-HPC) and/or IO Waiver Nursing.   Mandatory compliance and use of EVV is effective as of January 1, 2021. *Due to the COVID-19 Pandemic, newly certified providers are exempt from completing EVV training prior to certification, however upon receiving certification, should complete EVV training and begin using EVV as soon as possible in order to be in compliance.*

If you/your agency provide services subject to EVV use, when checking your DODD weekly provider billing reports, you may see EVV error reports if you do not have matching EVV claims however these reports are for your reference, as at this time, billed claims are not affected by EVV. When the change is made that claims will be affected by EVV (meaning claims will not be paid without matching EVV claims) providers will be notified.
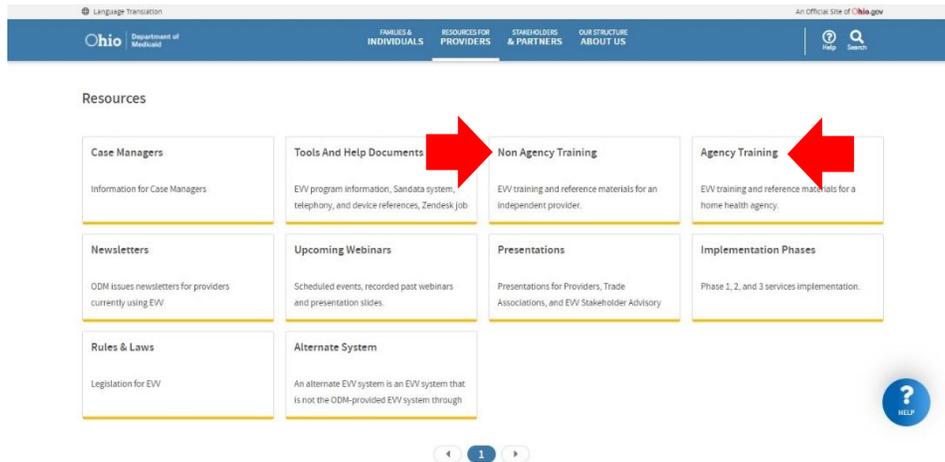
EVV does not replace a provider's responsibility to complete documentation or to submit claims for billing. This system is in addition to current provider responsibilities.   Independent (non-agency) providers must use the Sandata system. Agency providers can choose to use an alternate EVV system once they have completed the certification process with Sandata.

Additional information about EVV can be found on the Medicaid website here: https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification

The following pages contain instructions for independent (non-agency) and agency providers that have not previously used or signed up for EVV.

ACCESSING EVV TRAINING (SandataLearn)

1. Navigate to: https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification

2. Scroll towards the bottom of the page and click on the applicable training box (Non Agency Training or Agency Training)

3. The following page loads. Click on 'Register' at the top of the page.

4. The website will redirect you to the following sign up page through Sandata Learn. Complete all required fields and click on Sign Up.
*YOU MUST USE YOUR MEDICAID PROVIDER NUMBER, NOT YOUR DODD CONTRACT NUMBER.*
Be sure to use the email address that you provided as your provider email address.
Independent (non-agency) providers- you may enter Non Agency User in the Agency name required box when registering.
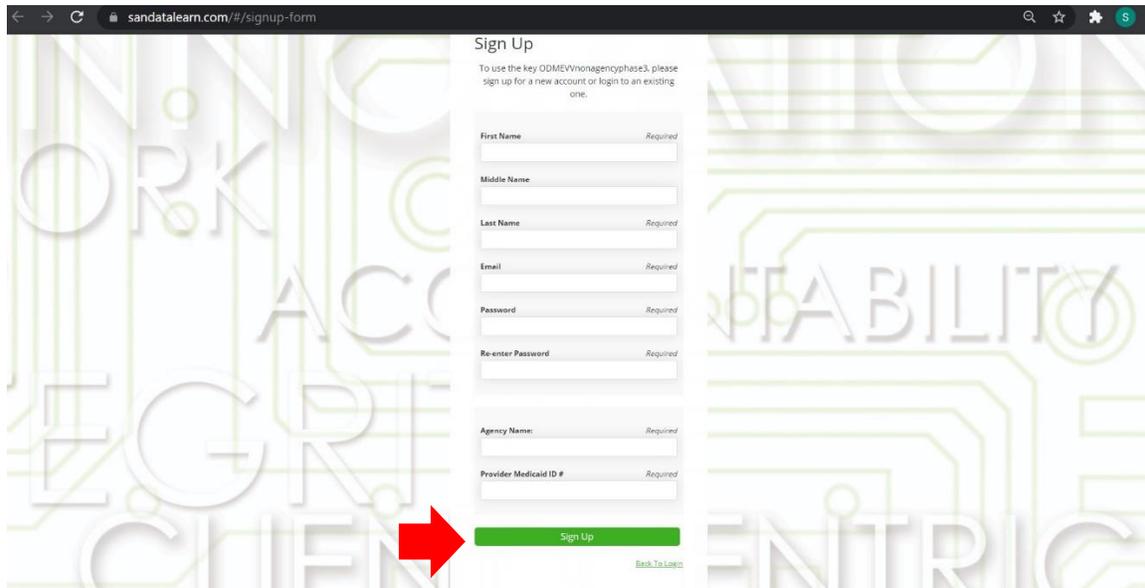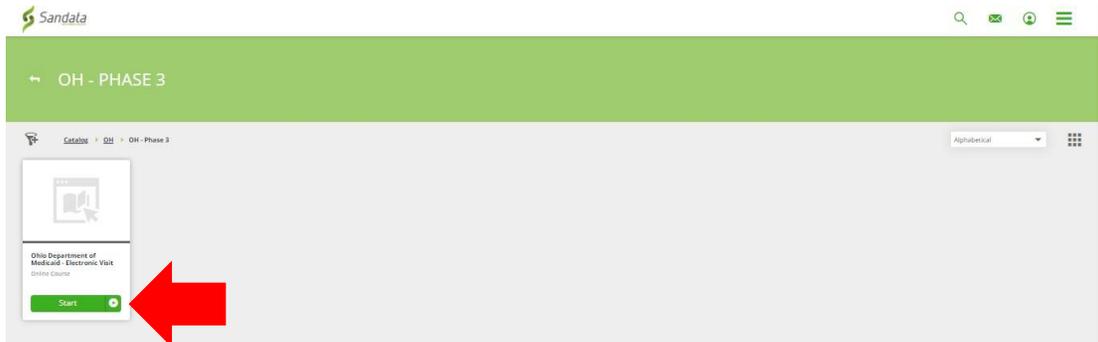

5. Once you click sign up, you will be automatically redirected and signed in to the Sandata Learning Page. Courses can be found under "Catalog".
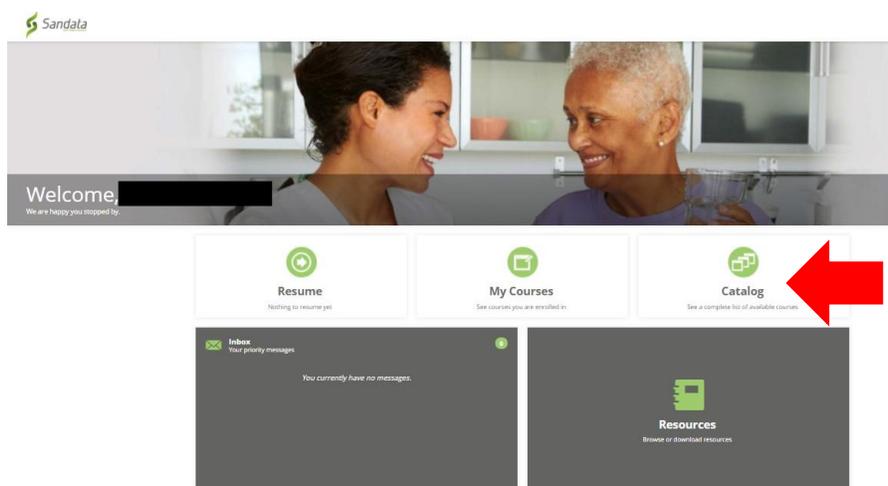
6. Once you click on Catalog, click through the options (OH > OH-Phase 3 > COURSE) until you get to the online courses required by your provider type. Click on Start to begin the course.

7. Complete every module of the course(s). Click Start to begin each module.
It is important that you pay attention to each course module. The modules provide clear instructions on EVV as well as how to access different information for EVV through the eTrac system (which is the next step after completing training)
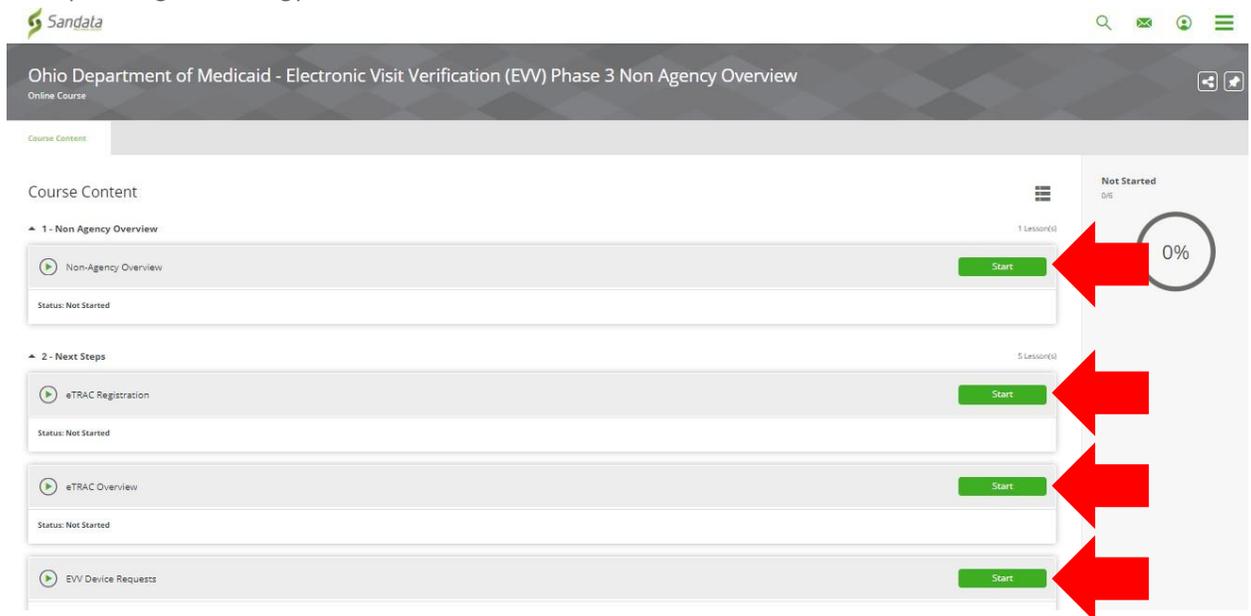
Once you have completed all of the modules, print out your completion certificate for your records. You must complete all of the modules to receive the certificate.

If you are unable to complete the training in one sitting; anytime you log in to the Sandata Learn site, on your home page click Resume to get back to the training you are working on.

If you used the '9999999' Medicaid Number to access training in advance of receiving certification, you CANNOT access eTRAC until your certification is complete. Upon receiving your certification and Medicaid Provider ID Number, you must edit your profile in Sandata Learn with your Medicaid Provider Number. Then you can register for eTRAC.

1. Once you have completed the required EVV training course(s), you will receive an email (at the email address you provided) with instructions for your next steps and a link to eTRAC.
   Click on the link in the email to go to the eTRAC login
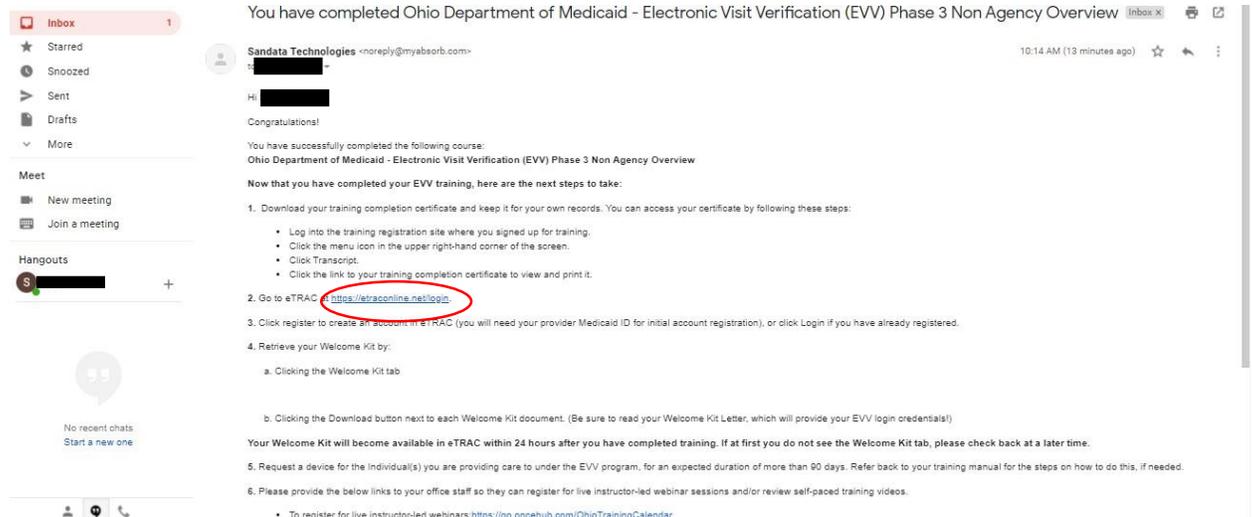
2. The link will redirect you to the eTRAC log in page. Click on Register to set up your account with eTRAC.

DETAILED INSTRUCTIONS FOR SETTING UP YOUR ACCOUNT IN eTRAC ARE WITHIN THE COURSE YOU COMPLETED THROUGH SANDATA LEARN. MODULE "eTRAC REGISTRATION"

3. Once you are registered and logged in to eTRAC, you can access your Welcome Kit. The Welcome Kit contains instructions on using the EVV system as well as a letter that contains your log in credentials for the EVV system and the EVV website. The login credentials for the EVV system can be used on the EVV device (if requested) OR on the Sandata Mobile Connect App (if you choose to download it in your phone)

   The Welcome Kit can be found by clicking on the Welcome Kit tab in eTrac. It can take up to 24 hours from the time you complete the course for your Welcome Kit to be available. If you continue to not have access to your Welcome Kit after 24 hours has passed, you need to contact the EVV Provider Hotline- 1.855.805.3505
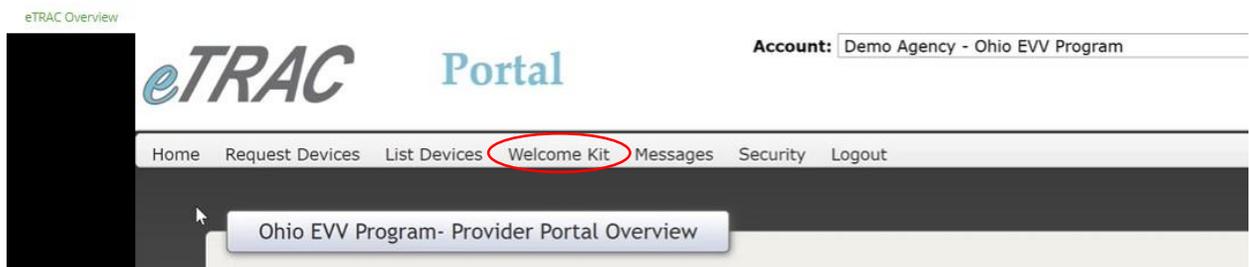
   AS THE PROVIDER, YOU CAN CHOOSE IF YOU WANT TO REQUEST DEVICES FOR EACH INDIVIDUAL YOU PROVIDE SERVICES TO, OR IF YOU WANT TO USE THE SANDATA MOBILE CONNECT APP DOWNLOADED TO ONE OF YOUR PERSONAL DEVICES.

   DETAILED INSTRUCTIONS FOR REQUESTING A DEVICE IN eTRAC WITHIN THE COURSE YOU COMPLETED THROUGH SANDATA LEARN. MODULE "EVV DEVICE REQUESTS"

USING EVV

Detailed instructions for use of the EVV system can be found in your Welcome Kit as well as on the Medicaid EVV site here: https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification/tools-and-help-documents

Basic information about the use of EVV is as follows:

- All providers of routine HPC, PD-HPC and/or IO Waiver Nursing must use EVV as of January 1, 2021
  - Those are the only services EVV is applicable for. If you provide other services, they are not subject to the use of EVV.
- Your clients must be set up in the system in order to use EVV. When creating a client, that is done on the EVV website (https://evv.sandata.com)
  - You must create each client you provide the applicable services to within the EVV system.
  - The EVV system will generate the client number once you have created the client. That is the number you use for starting and ending visits, not the client's Medicaid Number.
- Agency providers must create Employees in the system in order for your employees to use the EVV system
- Anytime applicable services are provided, the provider/staff should be logging the visits in the EVV system (using either the device, App or alternative method (telephony or manual visit entry)
- Providers should regularly be checking their visits within the EVV site to ensure that all visits are present and to do any necessary visit maintenance.

For additional assistance with EVV:

- Zendesk Ticket Portal – https://sandata.zendesk.com/hc/en-us
- EVV Provider Hotline (technical assistance with a device or EVV portal)
  - 1.855.805.3505
  - ODMCustomerCareemail@sandata.com
- EVV Inbox (general EVV questions or to report a problem)
  - ODMEVV@sandata.com
  - 614.705.1082