ELECTRONIC VISIT VERIFICATION NEWSLETTER

Ohio | **Department of Medicaid**

WHAT IS THE EVV NEWSLETTER?

The "EVV Newsletter" is a tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions while providing assistance for resolving common issues encountered by providers. It also contains important information and reminders about the EVV program from the Ohio Department of Medicaid (ODM).

This seventh issue of EVV Newsletter contains the following information:

- EVV device return process
- Phase 1 claims denial timeline update
- Phase 2 timeline update
- Did you know ODM shares information through phone calls?

WHO DO I CONTACT?

If you have technical questions, need help with a device or the EVV portal, or for device maintenance, please contact the EVV Provider Hotline at **855-805-3505** or email **EVVProviderHelpDesk@etraconline.net**. ***Please note: in order to receive communication back from the EVV Provider Hotline email address, you must have already registered for an account in eTRAC. Please also ensure that the email address you have registered in eTRAC is one that you check often.**

If you have general EVV questions or wish to report a problem, email the EVV Unit at **EVV@medicaid.ohio.gov** or leave a message in the voicemail box **614-705-1082**.

If you need to change your email, update your contact information, or have claims questions, contact the ODM Provider Assistance Hotline at **800-686-1516**.
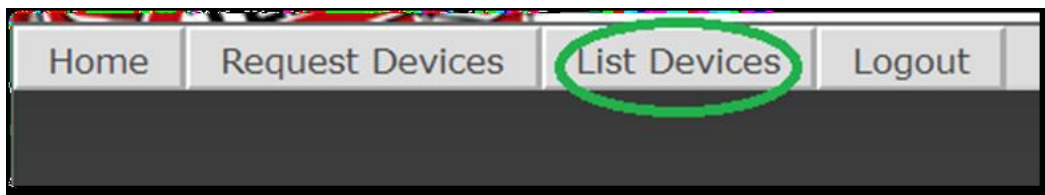
EVV DEVICE RETURN PROCESS

As a provider, you may need to return an EVV device that you have requested for an individual. If you need to return a device, devices should **only** be returned through the approved device-return process. **No devices should ever be returned to ODM.**

You may need to request a device return because you are no longer providing EVV-eligible services to the individual or because the individual has died. For these cases, you would request the return of the device through eTRAC.

To request a device return through eTRAC, you would:
1) Go to the **List Devices tab of eTRAC**

2) From the list, locate the client for whom the EVV device return is necessary. Click **Return Device**, listed under the **Action** column, on the right-hand side of the screen

My Agencies Devices - 9					
Request Number	First Name	Last Name	Medicaid ID	Status	Action
L20170914.2	Kelly	Bergstrom	1234	Processing	
L20170914.3	Kelly	Bergstrom	123485908123	Processing	
L20170904.1	ODM	Demo Unit	1234567890	In Home View Tracking	Return Device
L20170906.1	Jim	Doe	2222222	Processing	
L20170901.8	Daffy	Duck	7777777	Processing	
L20170821.15	Demo	Individual	123456	In Home View Tracking	Return Device
L20170911.3	New	Individual	555555555555	Processing	
L20170822.2	Mickey	Mouse	2147483647	Processing	
L20170918.1	Professor	Xmen	123456789101	Processing	

Please note: Although the button is named **Return Device, you are actually reporting a reason that <u>you</u> are no longer using the EVV device to record visits for the individual. If there is another provider who is still providing EVV-eligible services to the individual, they will have an opportunity to say so, and the device will remain in place.

3) Select a **Return Reason** why the device is no longer to be used to record visit; click **Verify Address** to enter the address where the return envelope should be sent, then **Submit** the information

> Return Device
>
> -- Select a Return Reason -- ▼
>
> Verify Address
>
> Submit

There could also be other reasons why you might need to request an EVV device return, including:

- The individual has refused to have the EVV device in their home
- The EVV device needs to be sent back to Sandata for maintenance
- You have chosen to use the MVV Application on your own smart device, instead of using the EVV device provided by ODM

If you need to request the return of a device because of any of these reasons, please call the EVV Provider Hotline at **855-805-3505.** They will assist you with device returns.

PHASE 1 CLAIMS DENIAL TIMELINE UPDATE

ODM will not begin to deny claims due to EVV related edits until February 13, 2019. The current edits require that the units recorded in EVV are equal to the units submitted on the claim. Those edits are being changed so that a match will be found whenever the units recorded in EVV are equal to or greater than the units submitted on the claim. This change will significantly reduce the number of claims denials related to EVV without significantly impacting the EVV program's effectiveness.

All visits for Phase 1 services should continue to be logged in EVV in accordance with Ohio Administrative Code Rule 5160-1-40.

PHASE 2 TIMELINE UPDATE

As ODM moves forward with the implementation of Phase 2 of the Ohio Medicaid EVV project, it is critical that we allow enough time for development, testing and outreach for impacted providers, individuals and families. For these reasons, after reviewing the project

plan, ODM and Sandata have agreed to delay the implementation of this phase of the project. **All providers of Phase 2 services will be required to use EVV for all impacted services no later than August 5, 2019.**

Note that this delay has no impact on providers of Phase 1 services. All visits for Phase 1 services must be documented using EVV as required by Ohio Administrative Code Rule 5160-1-40. ODM will continue to monitor provider compliance with EVV requirements.

DID YOU KNOW ODM SHARES INFORMATION THROUGH PHONE CALLS?

Recently ODM has begun calling providers to relay important information about EVV. This way we can reach you quickly regarding new information or upcoming correspondence. You may have received a recorded message or a written text message at the number listed in MITS.

During our most recent campaign on September 18th, 2018, we had 1,381 providers with telephone numbers that failed. Are you one of them? Please ensure that **all** your contact information is accurate in MITS. You will want to ensure that the number listed in MITS is the phone number that someone will answer **or** can receive a text notification.

Information on accessing MITS and updating your information can be found in our June 2018 Newsletter at: http://www.medicaid.ohio.gov/Portals/0/Initiatives/EVV/Newsletters/2018/6.pdf under "Changing Your Email In MITS". Please see the screen shot below on how to find the "phone" information once in MITS.