

# ELECTRONIC VISIT VERIFICATION NEWSLETTER



Department of  
Medicaid

NEWS ABOUT EVV IMPLEMENTATION IN OHIO

ISSUE 6 SEPTEMBER 2018

## 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 sixth issue of EVV Newsletter contains the following information:

- Reminder of November 14<sup>th</sup> claims processing changes
- Alternate EVV informational webinar
- Visit status: the difference between *Processed* and *Verified*
- Incomplete telephony calls
- Alternate EVV specifications for Phase 2
- Government alerts on EVV devices

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## 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@etraonline.net](mailto:EVVProviderHelpDesk@etraonline.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](mailto: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**.

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## REMINDER OF NOVEMBER 14<sup>TH</sup> CLAIMS PROCESSING CHANGES

MITS is currently comparing each claim for Phase 1 services provided on or after August 15, 2018 to visit information in the Sandata EVV system to determine whether the claim is supported by a documented visit. While there is currently no impact on the payment of claims, providers should review their remittance advice to see if edit 3611 has posted to any of their paid claims. This edit indicates that the claim information did not match the visit information in the EVV system.

Claims that do not match the visit information will be denied for dates of service on and after November 14, 2018. Providers will need to edit either the visit information or resubmit the claim with corrected information in those cases. In all cases, both the visit information and the claim should reflect what actually occurred prior to claims submission.

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## ALTERNATE EVV INFORMATIONAL WEBINAR

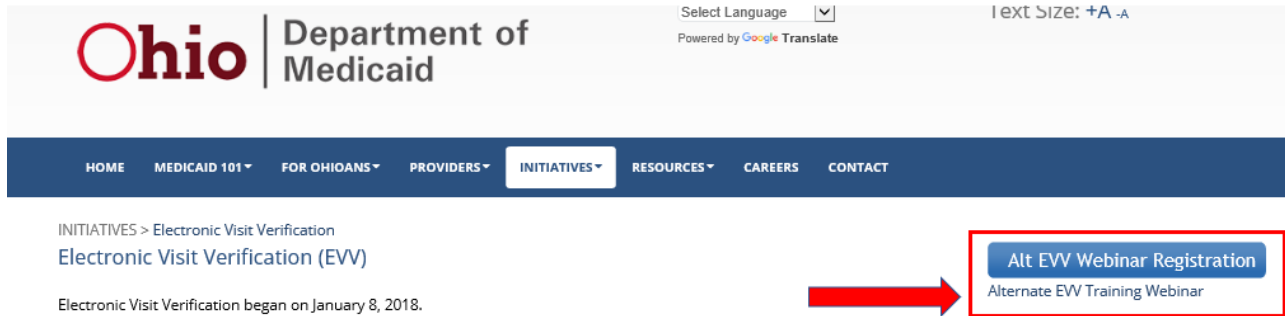
Due to the questions that ODM has received about using an alternate EVV system, an informational webinar is being offered to agency providers. If you are an agency provider who is currently using an alternate EVV system or has been considering an alternate EVV system, this webinar is for you! This webinar will cover:

- ✓ The Alternate EVV System Certification process, including Phase 2 Certification and Re-Certification
- ✓ Key Alternate EVV documents and things to know

- ✓ Frequently asked questions regarding Alternate EVV systems

The webinar is being offered on **Wednesday, September 26, at 10am EST**. It will last approximately 90 minutes. There will be time at the end of the presentation for questions. If you are unable to make the live webinar, it will be recorded and posted to the ODM EVV webpage.

Visit [medicaid.ohio.gov/EVV](https://medicaid.ohio.gov/EVV) to register!



## VISIT STATUS: THE DIFFERENCE BETWEEN PROCESSED AND VERIFIED

The ODM EVV team recently received questions from providers regarding the *Processed* visit status on visits in EVV. To help clarify, a *Verified* visit status means a visit has been logged in the EVV system with all the required information and does not have any remaining exceptions.

Once a visit has been placed on a claim and submitted to MITS, MITS will look for the visit in the Sandata EVV system. When the visit has been found by MITS in the EVV system, the status of the visit will be changed from *Verified* to *Processed*. You will also see identifying information from MITS in the Claims tab of the Visit Details screen.

**\*Please note: A *Processed* status does NOT mean that the claim will be paid by ODM. It simply means that MITS was able to find the visit indicated by the provider in EVV.**

## INCOMPLETE TELEPHONY CALLS


Have you ever seen a visit in your Visit Maintenance screen that has exceptions in just about every area of information? You may also have noticed a visit call that was made using telephony on your Visit Log report that has very little information listed for it. In fact, the call may not even have an employee assigned to it.

This type of telephony call is known as an incomplete call. It can happen when a provider dials the assigned telephony number for that EVV account and then hangs up, before providing any additional information. The phone number that was used to make the call could already be assigned to a client, so a client name might be assigned to the visit. However, if the call was ended before the employee's Santrax ID or the service code was entered, then that information would not be available to be displayed.

This is how incomplete telephony calls appear in **Visit Maintenance**:

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Visit Status
[REDACTED]	[REDACTED]	[REDACTED]	08/23/2018	09:00 AM	[REDACTED]	[REDACTED]	Incomplete
[REDACTED]	[REDACTED]	[REDACTED]	08/23/2018	02:30 PM	[REDACTED]	[REDACTED]	Incomplete

This is how incomplete telephony calls appear in the **Visit Log Report**:

Program	Service	SPV	Priority	Employee Name	Visit Date	Call		Actual Hours	Adjusted		Bill		Reason Codes	
						In	Out		Start	End	Hours	Hours		Rate
					Tue 06/05									02:28 PM

Because this has caused some confusion for providers, ODM is working with Sandata to reduce the number of incomplete calls that would appear. Be sure to watch future newsletters for additional information!

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## ALTERNATE EVV SPECIFICATIONS FOR PHASE 2

Phase 2 includes changes to both the business rules and technical specifications for alternate data collection systems. Those changes include new data elements, new values for existing data elements, and new functionality, including the capture of information for group visits. ODM and Sandata are currently finalizing those rules and expect them to be published on the ODM website soon. Providers using an alternate data collection system will be required to complete a recertification process to document compliance with the new rules and technical specifications.

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## GOVERNMENT ALERTS ON EVV DEVICES

Earlier this month, some individuals reported receiving AMBER alerts on their Sandata EVV devices. These alerts are automatically shared by Verizon through the data plan that provides device connectivity. The data plan is required so that the visit information can be recorded in the Sandata system. (Visit information is collected only at the start and end of the visit.) Unfortunately, Verizon is unable to turn off AMBER alerts for the data plans.

Neither Sandata nor ODM are aware of any prior instances where the AMBER alerts came through the EVV devices. ODM is currently working with Sandata to see if steps can be taken so that AMBER alerts are no longer sent through the EVV devices.

In addition to AMBER alerts, the Federal Emergency Management Agency (FEMA) is implementing a national Presidential alert that cannot be turned off, by law. The system has not yet been tested or put into place, but tests are expected to begin in coming months.