

ELECTRONIC VISIT VERIFICATION NEWSLETTER



Department of
Medicaid

NEWS ABOUT THE EVV PROGRAM AND IMPLEMENTATION IN OHIO

ISSUE 19 OCTOBER 2019

WHAT IS THE EVV NEWSLETTER?

The "EVV Newsletter" is a tip sheet to help providers use Electronic Visit Verification (EVV). It answers common questions that are asked by providers. It also contains important information and reminders about the EVV program from the Ohio Department of Medicaid (ODM).

This nineteenth issue of EVV Newsletter includes the following information:

- Alternate (Alt) EVV certification process changes
- Ongoing educational webinars

WHO DO I CONTACT?

If you have technical questions, need help with a device, or need help with the EVV portal, please contact the EVV Provider Hotline at **855-805-3505** or email 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 make sure that the email address you have registered in eTRAC is one that you check often.**

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

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

ALT EVV CERTIFICATION PROCESS CHANGES

As of October 21st, 2019, the Alt EVV Certification Process will include some changes. Agency providers may choose to use an Alt EVV system, rather than the Sandata EVV system, provided that their Alt EVV system successfully completes the Alt EVV certification process.

Changes to the certification process include:

- Sandata Support of the Alt EVV certification process is moving to a new team and ticketing system
- Vendors will be required to demonstrate their EVV functionality, in person at ODM.

These changes are outlined below.

Sandata Support of Alt EVV moving to a new team and ticketing system:

Previously the Alt EVV certification process was supported using eTRAC. eTrac is the portal that providers also use to access their Sandata Welcome Kits. Providers must register in eTRAC to exchange written communication with Support and to receive Alt EVV testing and production credentials. If agency providers wanted their Alt EVV vendors to be able to correspond with Sandata on their behalf, they had to share their 4-digit eTRAC PIN with their Alt EVV vendor and have them register under the agency's account in eTRAC.

The changes in the Sandata support of the Alt EVV certification process will move Alt EVV tickets and communication to a new ticketing system called Zendesk. Another change is to focus support of the Alt EVV certification process to a concentrated support team. Both of these changes are intended to streamline the communication among providers, vendors, and the Sandata Alt EVV support team.

Vendors no longer have to register in eTRAC to communicate on behalf of their providers. Providers will still be asked early on in the process if they consent to vendors communicating on their behalf. If providers give their consent, Sandata will be able to correspond directly through email with the vendor, using the Zendesk ticketing system. Sandata will continue to copy the provider on all

communication with the vendor that regards the provider's certification. There are times when a vendor has general questions about technical specifications that do not have to do with a particular provider. Now, vendors will have an opportunity to ask their general questions and work with Sandata directly.

Vendors will be required to demonstrate their EVV functionality:

The other change in the Alt EVV certification process is that vendors and the providers who use their system will be required to complete a successful EVV demonstration with ODM. The certification process originally implemented focused solely on the vendor's ability to send the required information in the appropriate formats. However, providers have raised concerns about their ability to ensure their vendors are complying with technical requirements with respect to data collection. In addition, ODM is aware of circumstances where vendors certified systems without building the data collection capability that is required. As a result, ODM is implementing a demonstration requirement for all alternate systems. This applies to systems that are currently going through the certification process and systems that were previously certified.

The demonstration will cover four areas:

- Creating Employee Records
- Creating Client Records
- Visit Capture
- Visit Maintenance.

A comprehensive [checklist](#) identifying all functionality that will be required can be found on the [ODM EVV webpage](#). Vendors must complete their demonstration in person at the ODM office. Providers must attend the demonstration with their vendors, however their attendance can be either in person or remote.

The [Request to Schedule a Demonstration](#) form can also be found on the ODM EVV webpage. This form includes two parts:

- **Part 1** is used to schedule a demonstration if a demonstration was not completed successfully by the vendor previously. If the vendor has previously successfully completed a demonstration, the provider and vendor can complete
- **Part 2** of the form and submit it in lieu of a demonstration. **Providers using an alternate system that was previously certified must submit the Request to Schedule a Demonstration no later than November 15, 2019.** The completed form should be sent to EVV@medicaid.ohio.gov.

What do providers need to do with these changes?

As of **October 21, 2019**, agencies who wish to start or continue their Alt EVV certification should reach out to the Alt EVV support team using the following contact information:

- New Alt EVV support email: OHAltEVV@sandata.com
- New Alt EVV support phone number: 844-289-4246

Also, every agency provider who has already been Alt EVV certified or who is going through the Alt EVV certification process must reach out to ODM to schedule their EVV demonstration. You can do this by emailing the EVV team at ODM at EVV@medicaid.ohio.gov. Certification cannot be achieved without completing a successful demonstration with ODM.

***Please note: All support requests that do no relate to Alt EVV must still continue to be submitted to through the EVV Provider Hotline at 855-805-3505 or EVVProviderHelpDesk@etraonline.net.**

ONGOING EDUCATIONAL WEBINARS

This month's webinars will focus on reviewing the entire Alt EVV certification process, including the changes detailed in this newsletter. If you would like to attend, please use the links below to register.

Webinar	Date/Time	Link to Register
Alternate EVV Certification and Changes	Tuesday, October 22 nd , 2019, at 2:30pm EST	Register
Alternate EVV Certification and Changes	Tuesday, October 29 th , 2019, at 2:30pm EST	Register

*If you are unable to attend the live webinar, a recording of it will be posted to the Alternate System section of the ODM EVV webpage.
