

# ELECTRONIC VISIT VERIFICATION NEWSLETTER

## 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 twentieth issue of EVV Newsletter includes the following information:

- Verifying your information in MITS
- Good Faith Effort Exemption requested
- Alternative EVV System Demonstration reminder
- Phase 3 Timeline updates

---

## 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@etraconline.net](mailto: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 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](mailto: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**.

---

## VERIFYING YOUR INFORMATION IN MITS

As 2019 comes to a close, it is a good time to ensure that your information in MITS is up to date. Please take some time to review your information and make updates as needed. Areas you will want to check for accuracy will be under the **Provider Location Name Address**. Please review your email addresses, phone numbers, physical address and contact name. The EVV team uses this contact information to send important EVV updates. If you need assistance with updating any areas in your MITS profile, please reach out to Provider Assistance at 1-800-686-1516.

---

## GOOD FAITH EFFORT EXEMPTION REQUESTED

The 21st Century Cures Act requires state Medicaid programs to implement electronic visit verification for personal care services no later than January 1, 2020. The federal statute also gives states the opportunity to request a one year extension to January 1, 2021.

While the Ohio Medicaid EVV Initiative has implemented EVV for most personal care services, participant directed services are included in Phase 3 of the project and will be subject to EVV requirements on January 1, 2021. ODM submitted the request for a Good Faith Effort Exemption on October 31, 2019. CMS will notify the department when a decision is made.

---

## ALTERNATE EVV SYSTEM DEMONSTRATIONS

In October 2019, ODM and Sandata implemented an alternate system demonstration requirement. The demonstration must be completed by providers and vendors pursuing certification **and** those providers and vendors who were previously certified.

All demonstrations will be held in the Ohio Department of Medicaid offices (50 West Town Street, Columbus, Ohio 43215). The vendor must participate in the demonstration in person while the provider must participate in person or remotely.

Providers and vendors who previously achieved certification were required to submit the [Request to Schedule Demonstration form](#) no later than November 15, 2019. If you are using an alternate system that was certified and moved into production before October 21, 2019 and have not submitted the form, please do so as soon as possible. Failure to submit the form and complete a demonstration in a timely manner may lead to decertification.

Providers and vendors pursuing certification can submit the [Request to Schedule Demonstration form](#) at any time after completing aggregator training. For more information about the content of the demonstration, please review the [Demonstration Checklist](#).

If a vendor successfully completes the demonstration requirement and is working with multiple providers, the vendor and remaining providers can complete part 2 of the Request to Schedule Demonstration form instead of completing multiple demonstrations in our offices.

---

## PHASE 3 TIMELINE

Phase 3 of Ohio's EVV program is set to be completed by the end of 2020. We are in the initial stages of the project beginning with a project kick-off, business requirements and planning. Phase 3 will include Home Health Therapies and Participant Directed Services. Communication for EVV Phase 3 will begin in early 2020.

