

Issue #24

Announcements

Check out next month's newsletter for compliance updates.

Contact Us

EVV Provider Hotline:

- For technical assistance with a device or EVV Portal
- 855-805-3505
- ODMCustomerCare@mail@sandata.com

EVV Inbox:

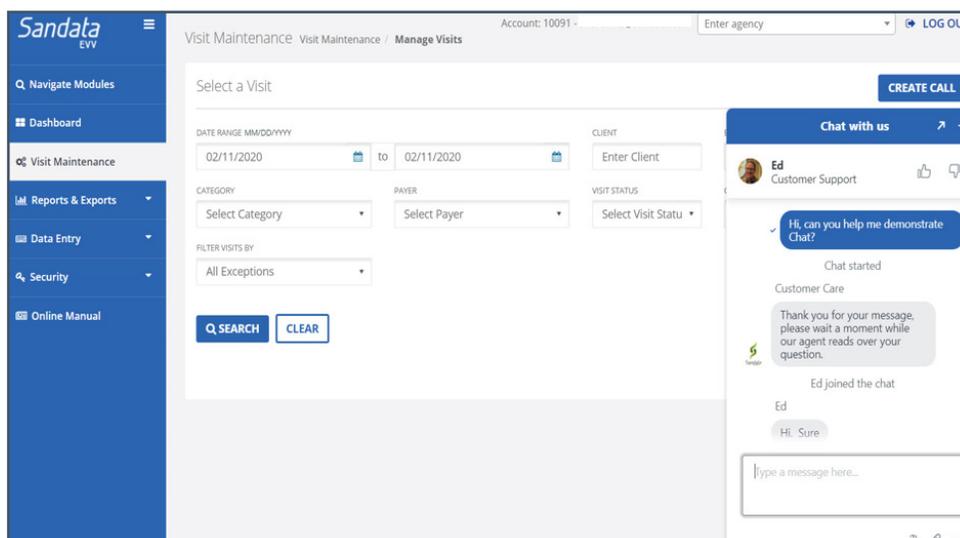
- General EVV questions or to report a problem
- EVV@medicaid.ohio.gov
- Leave a voicemail at 614-705-1082.

ODM Provider Assistance Hotline:

- Change contact information, claims questions 800-686-1516

Chat Functionality Coming Soon!

A new feature is being added to enhance provider experience. It is found within Sandata's EVV and allows providers to communicate directly with the EVV Provider Hotline. Chat will be available in EVV starting early summer. You can contact the EVV Provider Hotline by typing your question in the chatbox and reaching a live agent for technical assistance. The chat function will reach a live agent 24/7.



Information about Coronavirus

If you would like more information about Ohio's response to COVID-19, visit www.coronavirus.ohio.gov or call 1-833-4-ASK-ODH.

If you would like more information about CMS guidance for home health providers, please visit <https://www.cms.gov/files/document/qso-20-18-hha.pdf>.

Deactivating Employees in EVV

Did you know you can deactivate employees that no longer work for you? You can also deactivate individuals for whom you are no longer providing services. This is important so that you maintain accurate records, clean reports, and up-to-date information.

For both individuals and employees, you will use the **Terminate** option to terminate the data from Sandata going forward. Terminating an employee or individual makes the record inactive and hides from the view. You can always reactivate them in the future if there is a need. It does NOT delete the person.

To terminate an employee or individual:

1. Search for the employee or client:

CLIENT LAST NAME

CLIENT FIRST NAME

CLIENT ID

CLIENT MEDICAID ID

STATUS

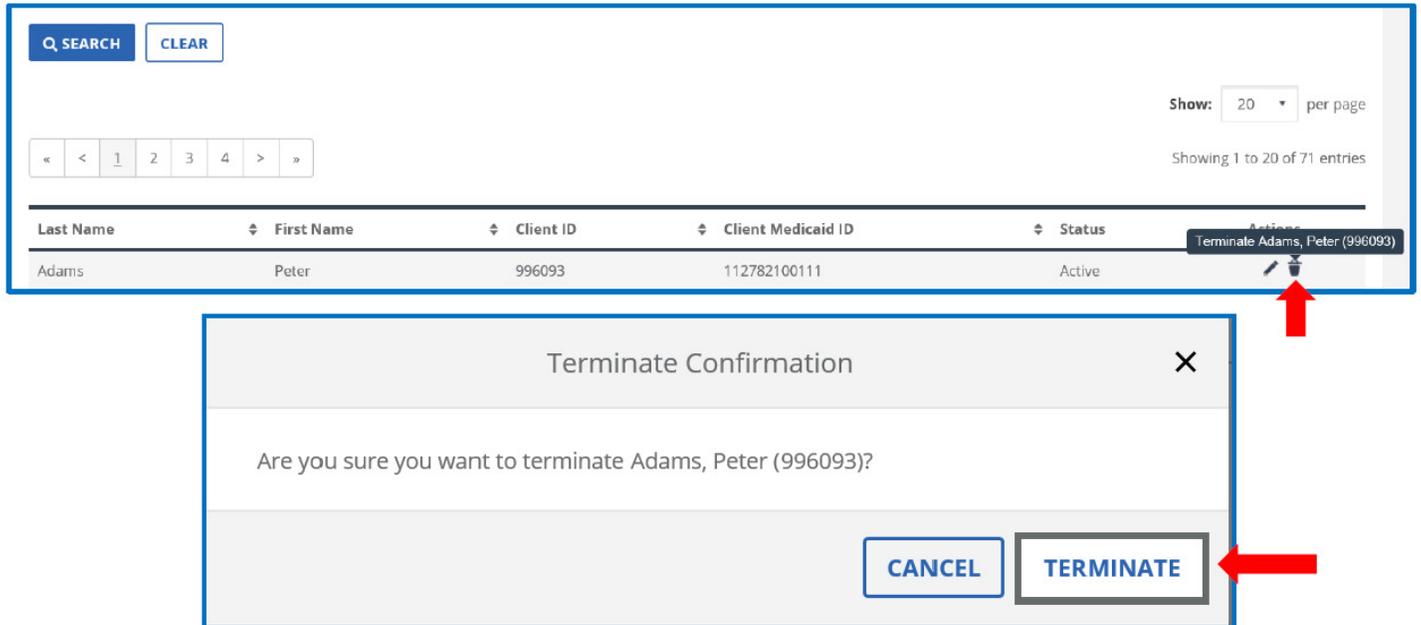
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Show:

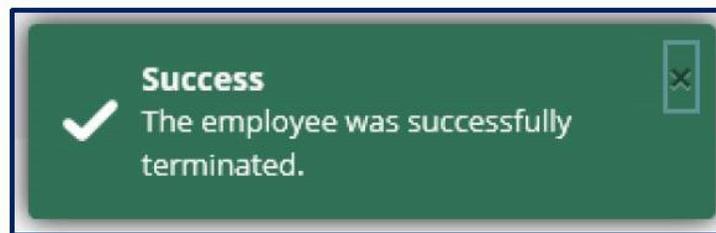
Showing 1

Last Name	First Name	Client ID	Client Medicaid ID	Status
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2. Click the TERMINATE icon (🗑️) to the right of the selected name. The Terminate Confirmation dialog box appears.



3. Click TERMINATE. A successful confirmation dialog box will display.



If you have questions or comments about this newsletter, please contact:
EVV@medicaid.ohio.gov