

Issue #30

Contact Us

Hour of Operations:

- Monday - Friday
7 a.m. - 8 p.m.
- Saturday - Sunday
9 a.m. - 5 p.m.

EVV Provider Hotline:

- For technical assistance with a device or EVV Portal
- 855-805-3505
- ODMCustomerCare_email@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

Registration open for new EVV provider training

Registration for EVV Phase 3 new providers training began Sept. 15. The training follows a new approach based on feedback from providers in prior phases.

In Phase 3, new providers can access the EVV system after taking the required course or courses in the Sandata Learning Management Solution (LMS). After one agency representative takes two short, required courses (Overview and Security), the system will send a link to a welcome kit with EVV login credentials. For non-agency providers, a welcome kit with log in credentials will be sent after taking one required course (Overview).

Please Note: For agencies with multiple Ohio Medicaid IDs, training must be completed for each provider ID. Each provider ID will use a separate account in the EVV system based on the provider's billing practices.

Phase 3 training lets you choose the courses at times that fit your schedule. Consult the course catalogue for the classes, times, and duration of each available course.

The ODM website [training page](#) has further instructions and details about Phase 3 training. If you have general EVV questions, email the EVV Unit at EVV@medicaid.ohio.gov.

Training for Phase 3 opens Oct. 5

The instructor-led training for EVV Phase 3 opens on Oct. 5, 2020.

If you chose instructor-led courses when you registered, they will be in a webinar format accessible via computer weblink. At your scheduled course time, you will log in to take the courses with the link emailed after you completed registration.



Benefits of the new training include:

- Remote training.
- Shortened courses to approximately one hour or less.
- Updated materials for Phase 3.
- Courses offered at multiple times

EVV Stakeholder Advisory Group

A virtual meeting of the EVV Stakeholder Advisory Group will be held on Wednesday, Oct. 21. Please watch for an appointment from EVVPolicy@medicaid.ohio.gov. The appointment will include a link to register for the meeting. After registering, you will receive participation instructions.

If you would like to participate in the meeting and do not receive the appointments, please contact EVVPolicy@medicaid.ohio.gov.

Updates to EVV Web Page

ODM's EVV website has been updated with the Phase 3 changes. The EVV web page is accessible at www.medicicaid.ohio.gov/evv. Specific updates in the following areas include:

Training: Included are [updates in the training section](#) with Registration, Quick Reference Guides, and Training manuals for both agency and non-agency providers.

Provider Tab: Many documents have been added or updated in the Provider section of the EVV web site. These include, [Agency](#) and [Non-Agency](#) Training Overviews, a [Provider Training Roadmap](#), a [Phase 3 Overview](#), [Provider Introduction Letter](#), and documenting how to [Update Provider Email in MITS](#). In the Resources Section you will find updated [Quick Reference Guides](#), [Programs, Services and Procedure Codes](#), [TVV Call Reference Guides](#), [TVV Call Reference Guides – Group Visit](#), [TVV Call Reference Guides – Non Group Visit](#), Service ID Lists for [Agency TVV](#) and [Non-Agency TVV](#). A Phase 3 [Getting Started](#) booklet also has been added.

Locked Accounts or Password Reset Reminder

Providers' most common calls into the EVV Provider Hotline are due to locked passwords or password resets. Many providers have reported confusion about knowing which EVV credentials to use when logging into the Sandata Mobile Connect (SMC) application as opposed to logging into the EVV portal. Here are some helpful tips for EVV login credentials:

- **For agency providers**, the initial login credentials to the EVV portal will come from the agency's Welcome Kit. The first person at the agency who uses the credentials is responsible for creating additional user accounts for administrative staff.
 - » Agency providers do not have employees set up in EVV by Sandata. In order to receive login credentials for SMC, an agency must set up intended SMC users as employees with the "Mobile user" checkbox checked. Once this is completed, the initial SMC temporary password will be emailed to that employee.

The screenshot shows the 'Create Employee' form in the EVV system. The form is divided into two main sections: 'Basic' and 'Employment'. The 'Basic' section includes fields for 'FIRST NAME *', 'LAST NAME *', 'MIDDLE INITIAL', 'EMPLOYEE ID', 'EMPLOYEE OTHER ID', 'SOCIAL SECURITY # * 000-00-0000', 'SANTRAX ID', 'EMAIL ADDRESS * NOT CASE SENSITIVE', and 'CONFIRM EMAIL * NOT CASE SENSITIVE'. The 'Employment' section includes fields for 'DEPARTMENT', 'DISCIPLINE', 'EMPLOYEE CUSTOM ID', and 'PAY RATE'. A red box highlights the 'MOBILE USER' checkbox, which is checked. The form also includes a 'GO BACK' link and 'SAVE' and 'CANCEL' buttons.

- » For clarification, the term “employee” refers to a direct care worker who provides services to an individual. The term “user” means a staff member who typically does administrative work and would be managing visits in the EVV portal.
- For non-agency providers, the username for your EVV portal login credentials and a temporary password are included in your Welcome Kit. Since you do not have employees to set up, Sandata already has set you up as your own employee under your account. This means that you also have initial login information included in your Welcome Kit to log into the SMC application.

All Providers:

When logging into your *Sandata EVV portal*, you must always include the “STX” and then your Sandata account number in the **Agency** field.



A screenshot of the Sandata EVV portal login form. The Sandata logo is at the top. Below it, there are two input fields. The first field is labeled "AGENCY" and contains the text "STX10086". The second field is labeled "USERNAME" and contains the text "training@mailinator.com". A red rectangular box highlights the "AGENCY" field.

When logging into the *SMC application*, you must always include a “2-”, followed by your Sandata account number in the **Company ID** field.



A screenshot of the Sandata MOBILE CONNECT login form. The Sandata logo and "MOBILE CONNECT™" are at the top. Below it, there is one input field labeled "COMPANY ID*" which contains the text "2-10086". A red rectangular box highlights the "COMPANY ID*" field.

Passwords:

Your passwords for SMC and EVV portal can be set up to match. If you would like your passwords to be the same, use the “Forgot Password” function on both the EVV portal and SMC application to go through the password reset process. You then can choose the same password for both logins.

Locked Accounts:

- For Agency users, contact your agency administrator to unlock your EVV or SMC accounts.
- For Non-Agency users, contact the EVV Provider Hotline at 855-805-3505.

