



# Department of Medicaid

John R. Kasich, Governor  
Barbara R. Sears, Director

## Medical Advisory Letter (MAL) No. 620

DATE: June 18, 2018

TO: Eligible Medicaid Providers of Home Health Nursing, Home Health Aide, RN Assessment, Private Duty Nursing, Ohio Home Care Waiver Nursing, Ohio Home Care Waiver Personal Care Aide, and Ohio Home Care Waiver Home Care Attendant Services

FROM: Barbara R. Sears, Medicaid Director 

SUBJECT: Electronic Visit Verification (EVV) – Program Changes

This MAL is intended for fee-for-service providers of the following services:

- State Plan Home Health Nursing
- State Plan Home Health Aide
- RN Assessment
- Private Duty Nursing
- Ohio Home Care Waiver Nursing
- Ohio Home Care Waiver Personal Care Aide
- Ohio Home Care Waiver Home Care Attendant.

Effective August 1, 2018, the Ohio Department of Medicaid (ODM) will implement the following changes to the EVV Program. This transmittal supplements the requirements for EVV found in Ohio Administrative Code rule 5160-1-40.

### **Sandata "App" as Option For Data Collection**

Currently the mobile device provided by the ODM is the preferred data collection method for agency providers using the Sandata system and for non-agency providers. ODM will be adding an "app" that can be downloaded on to a device (e.g., a smartphone or a tablet) owned by the provider or, in the case of agency providers, the direct care worker, as an option to the mobile device as the primary method of data collection. If the provider chooses to use the app instead of the mobile device, the following conditions must be satisfied:

- (1) Any cost incurred for equipment or data services shall not be the responsibility of the department or the individual receiving services.
- (2) The GPS functionality of the device must be turned on for the purposes of the data collection application when the application is used to collect visit data.

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- (3) Data services connected to the provider or direct care worker's personal device shall be used to transmit visit data from the application in near real time.
- (4) The device used with the application must comply with all device requirements found at [www.medicaid.ohio.gov/Initiatives/ElectronicVisitVerification.aspx](http://www.medicaid.ohio.gov/Initiatives/ElectronicVisitVerification.aspx).
- (5) If the application is consistently unavailable or GPS coordinates are consistently not collected, ODM may require the provider to use the EVV mobile data collection device provided by ODM.

The application can be downloaded at no cost beginning on August 1, 2018 at the Apple Store or the Google Play Store.

Telephony and manual visit entry will continue to be available as alternatives to mobile data collection for those circumstances where neither of the primary methods are available in a manner that meets the needs of the individual.

### **Exception for an Anticipated Duration of Services Less Than 90 Days**

The current exception to EVV requirements for visits that occur when the anticipated duration of service is less than 90 days is being eliminated. Beginning on August 1, 2018, all visits for the services listed above must be documented using EVV. Providers of services that are expected to be short in duration can use the mobile device, the Sandata application discussed above, telephony, or manual visit entry to document visits in the EVV system.

### **EVV Related Edits During Claims Adjudication**

Beginning with dates of service on or after August 15, 2018, edits matching visit data to information submitted on claims will be implemented during claims adjudication. For purposes of claims adjudication, visit data does not include the visit start time or visit end time.

These edits will not initially result in claims denial. ODM will notify providers prior to changing the disposition of the edits to "deny" by publishing the effective date of the change in edit disposition on the Medicaid EVV webpage.

### **Questions**

- Questions related to downloading and using the application should be directed to the EVV Provider Hotline at 1-855-805-3505.
- Questions related to EVV policy should be directed to the EVV Policy mailbox at [EVVPolicy@medicaid.ohio.gov](mailto:EVVPolicy@medicaid.ohio.gov).
- All other questions related to EVV should be directed to the EVV mailbox at [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).