Notice Date: March 5, 2024
To: Ohio Medicaid and MyCare Providers
From: CareSource
Subject: Electronic Visit Verification (EVV) Town Hall Meeting

---

Summary
On Jan. 19, 2024 Ohio Department of Medicaid (ODM) hosted an EVV stakeholder meeting to review proposed changes to the Ohio EVV program. The following were highlighted:

- Rule and requirement simplification.
- Privacy considerations.
- Reducing administrative burden.
- Alignment to federal requirements.

On February 8, Sandata and Ohio Department of Medicaid (ODM) hosted an Alternate (Alt) Electronic Visit Verification (EVV) Town Hall meeting to review proposed changes to the Alt EVV technical specifications which are used by vendors to send EVV data to Sandata. The following were highlighted:

- Alternate EVV technical specification updates and impacts to vendors.
- Next steps for vendors and testing timeline.
- Resources for help.

Slides from the February Town Hall are now posted online.

The March Alternate EVV Town Hall Meeting is now scheduled. Sandata will provide more information regarding Alternate EVV integration and implementation of the Ohio Alternate EVV Vendor portal.

Intended audience?

Current Alt EVV vendors and their agency providers transitioning to the enhanced EVV system later this year.
- Ensure you are enrolled in the EVV program
- https://medicaid.ohio.gov/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification
- https://medicaid.ohio.gov/static/Providers/EVV/EVV+Visio.pdf

What will be covered?

1. Proposed changes to the EVV program.
2. Alternate EVV integration changes.
3. Testing overview with Sandata.
4. New Ohio Alternate EVV Vendor Portal.
5. Next steps and opportunity for questions.

PARTNER with PURPOSE

When?

Wednesday, March 13, 10:30 a.m.-12 p.m. ET

Sign up at: Zoom Link
(https://sandata.zoom.us/webinar/register/WN_UEj9tVEyQJ2TRR6f7OBAUA)

Importance

An EVV baseline compliance requirement was added to the July 2023 Provider Agreement (Appendix C) which requires an increase in compliance rate for services impacted by EVV claims matching criteria.

- EVV is also a CMS requirement in accordance with the 21st Century Cures Act.
- Applies to both Ohio Medicaid and Ohio MyCare plans
- Ohio requirements are in Ohio Administrative Code Rule 5160-1-40 | Electronic visit verification (EVV)

Per ODM, MCOPs must show a 1% monthly average increase in EVV claims matching by 6/30/2024 .

MCOPs must show a 1% monthly average increase in EVV claims matching by June 30, 2024, and a 3% average monthly increase in claims matching by June 30, 2025. ODM will use the July 1, 2022 – April 30, 2023 time period as the baseline for meeting these requirements.

July, 2023's Provider's Agreement can be found here:
https://medicaid.ohio.gov/static/Providers/ProviderTypes/Managed+Care/Provider+Agreements/2023_07_MCO_Final.pdf

How Can I increase EVV compliance?

Important reminders and tips to increase compliance:

- Ensure all Personal Care Services and Home Health Care Services follow the EVV process. This includes the following service codes, but please refer to OAC regulations for proper coding of benefits:

PCS:	Home Health and Home Health Therapies
T1000	G0156
T1001	G0299
T1002	G0300
T1003	G0151
T1019	G0152
T2025	G0153
S5125	

- Visit data should be entered into the EVV system at the time the visit occurs
- Providers should utilize the Sandata portal to confirm visit data has been "Verified"
- Providers should submit the claim to CareSource for payment consideration *after* visit data has been logged with, and verified by, Sandata

- Claims submitted to CareSource prior to the visit data being verified in Sandata will be non-compliant and will fail matching
- Ensure the number of units entered on the visit in Sandata equals the number of units billed on the claim
- Ensure the procedure code billed on the claim matches the procedure code entered on the visit in Sandata
- Ensure the procedure code billed on the claim matched the procedure code on the approved services authorization for the member in Sandata's system

Do you have questions about EVV?

Do you have questions about EVV? You can schedule a session by clicking [EVV Help](#) to reserve a private Zoom call with a Sandata trainer. Sessions are available Monday through Friday at 11:30 a.m. and 3:30 p.m., EST. If these times do not work for your schedule, please reach out to odmevvtraining@sandata.com and a Sandata trainer will get back with you.

The following topics are addressed in the sessions:

- Improving EVV claims matching.
- Solving reoccurring exceptions.
- Getting started with EVV.

Ensure you are enrolled in the EVV program links below:
- https://medicaid.ohio.gov/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification
- https://medicaid.ohio.gov/static/Providers/EVV/EVV+Visio.pdf

Sandata will also share helpful training materials and resources based on the conversation. There is no limit to the number of sessions you can attend. As a courtesy, if you cannot attend a session, please cancel in advance using the instructions on the confirmation email.

Stakeholder Presentations 2024
- [January 19, 2024 Proposed Updates to the Ohio Medicaid Electronic Visit Verification Program](#)

Questions?
For questions not addressed on our website, please call Provider Services at **1-800-488-0134** Monday through Friday from 7 a.m. to 8 p.m. ET.

Questions about releases or the system should be directed to the Sandata EVV Provider Hotline at **1-855-805-3505** or emailed to ODMCustomerCareemail@sandata.com.

OH-MED-P-2728113