



## **Network Notification**

**Notice Date:** August 9, 2019  
**To:** Ohio Medicaid and MyCare Ohio Providers  
**From:** CareSource®  
**Subject:** Electronic Visit Verification Training Update

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### **Summary**

CareSource is informing you of updates regarding Ohio Department of Medicaid's (ODM) Electronic Visit Verification (EVV) Training. ODM has published a notice about increased volume at the EVV Provider Hotline and that they are working to ensure provider access to the hotline.

In the meantime, ODM is adding five more webinars to address EVV topics that have generated the highest volume of calls, one being how providers can get set up with the Sandata EVV system. Please visit ODM's [EVV training communication](#) for more information about the webinars, including how to register. Details about the webinars, as well as ODM's online EVV resources and continued training opportunities, can be accessed on the [ODM EVV web page](#).

### **Impact & Importance**

Providers should engage in required EVV training to support the Aug. 5, 2019 Go-Live of EVV. ODM has emphasized that with EVV Go-Live, visits for dates of service on and after Aug. 5 should be documented in the system. State agencies and managed care organizations (MCOs) will begin using messages on remittance advices and similar reports to identify those instances when a claim is not supported by a visit in the EVV system. Claims will continue to pay in the same way they are paid today. You are encouraged to become familiar with EVV and accustomed to using the device.

### **Questions?**

For questions regarding the EVV program or policy, please email ODM at [evv@medicaid.ohio.gov](mailto:evv@medicaid.ohio.gov).