ELECTRONIC VISIT VERIFICATION NEWSLETTER

Ohio | **Department of Medicaid**

WHAT IS THE EVV NEWSLETTER?

The "EVV Newsletter" is a tip sheet to help providers use Electronic Visit Verification (EVV). It answers common questions that are asked by providers. It also contains important information and reminders about the EVV program from the Ohio Department of Medicaid (ODM).

This eighteenth issue of EVV Newsletter includes the following information:

- Alternate (Alt) EVV certification process changes coming
- Coming changes to the Sandata Support ticketing system
- Recent CMS guidance on EVV
- Helpful tips for logging into EVV
- Ongoing educational webinars

WHO DO I CONTACT?

If you have technical questions, need help with a device, or need help with the EVV portal, please contact the EVV Provider Hotline at **855-805-3505** or email **EVVProviderHelpDesk@etraconline.net**. ***Please note: in order to receive communication back from the EVV Provider Hotline email address, you <u>must</u> have already registered for an account in eTRAC. Please also make sure that the email address you have registered in eTRAC is one that you check often.**

If you have general EVV questions or would like to report a problem, please email the EVV Unit at **EVV@medicaid.ohio.gov** or leave a message in the voicemail box at **614-705-1082**.

If you need to change your email, update your contact information, or have claims questions, please contact the ODM Provider Assistance Hotline at **800-686-1516**.

ALT EVV CERTIFICATION PROCESS CHANGES COMING

Coming in the fall of 2019, there will be changes made to the Alt EVV Certification process that include:

- Streamlining communication among providers, vendors, and Sandata Support; and
- Vendor demonstration of their EVV functionality, in person at ODM.

These changes are being made in response to concerns and feedback regarding the existing Alt EVV Certification process from providers, vendors, payers, ODM, and Sandata. When the changes are finalized, ODM will share additional details regarding the changes. Look for more information in the October EVV Newsletter and at the ODM EVV Stakeholder meeting. An email will also be sent to all agency providers with information on the changes when they're ready to be implemented. In addition, ODM is updating the Alt EVV Certification process on the EVV webpage. ODM will also offer a new Alt EVV Informational webinar that covers the new process.

COMING CHANGES TO THE SANDATA SUPPORT TICKETING SYSTEM

In response to feedback from providers and vendors on communication with Sandata Support, Sandata will be changing their ticketing and provider communication system in the fall of 2019. Sandata will be moving away from the current system, eTRAC, to log and track support requests. Instead, Sandata will be implementing Zendesk as the system where support requests and communications will be logged and stored. More information on this change and what it means for providers will be communicated once details around the transition are finalized.

RECENT CMS GUIDANCE ON EVV

On August 8, 2019, CMS issued additional guidance for states implementing EVV pursuant to requirements in the 21st Century Cures Act (Cures Act). It is important to note that the guidance is further defining the minimum standards required by the Cures Act and clearly indicates that states may choose approaches that most effectively meet the state's program objectives. We are currently reviewing the guidance which can be found on the CMS website (https://www.medicaid.gov/federal-policy-guidance/downloads/cib080819-2.pdf).

HELPFUL TIPS FOR LOGGING INTO EVV

Many providers have reported confusion when knowing which EVV credentials to use when logging into the Sandata Mobile Connect (SMC) application as opposed to logging into the EVV portal. In order to help provide clarity around this topic, here are some helpful tips to keep in mind when it comes to 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.
  - o Agency providers do not have any employees set up for them 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.
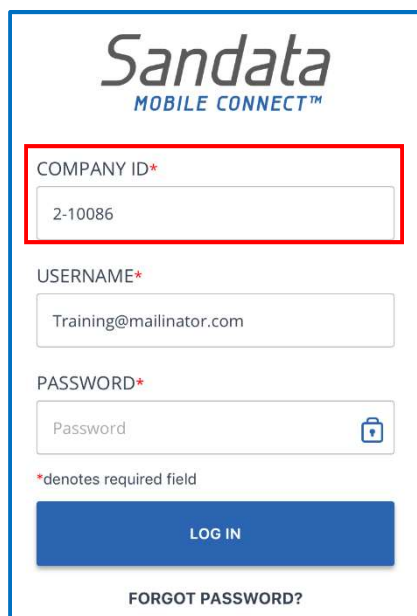

  - o For clarification, the term "employee" refers to a direct care worker who provides services to an individual. The term "user" means a staff member who typically does administrative work and would be managing visits in the EVV portal.

- **For non-agency providers**, the username you will use 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 has already 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.

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

Passwords

Your SMC and EVV portal passwords can be the same, but they do not have to be the same. Your SMC application and EVV portal passwords may be different. If you would like the 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. Then you can choose the same password for both logins.

ONGOING EDUCATIONAL WEBINARS

ODM continues to offer ongoing educational webinars. These webinars are typically offered every month. Visit the ODM EVV Initiatives page and click on the webinar section, which can be found here: https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Webinar-Tab.pdf to see scheduled webinars and find recordings of past webinars.

This month's webinars focus on refresher education for providers who need to set up their Sandata EVV system, log visits, or maintain visits in the Sandata EVV portal. Here is a quick summary of what each webinar includes and links for you to register:

Setting Up Your Sandata EVV System

This webinar is for providers who have already completed the required EVV training on the Sandata system and would like some extra review on how to get started in it. The webinar will review:

-Where you find your login credentials to the Sandata system

-Logging into the Sandata EVV system for the first time

-Setting up users

-Setting up clients

-Setting up employees (if applicable)

Maintaining EVV Visits and Other Helpful Information

This webinar will focus on how to maintain visits in the Sandata EVV system and how EVV visits are used in the claims process. Join this webinar to:

-Review how to clear exceptions on visits

-Learn how to adjust visits

-Learn more about how claims for EVV services are matched to EVV visits

-Review talking points when discussing EVV with individuals who receive EVV-eligible services

*Please note, this not a replacement of the required EVV training and educational credits are not offered for this class.

Webinar	Date/Time	Link to Register
Maintaining EVV Visits and Other Helpful Information	Thursday, September 19th, 2019, at 11am EST	Register
Maintaining EVV Visits and Other Helpful Information	Tuesday, September 24th, 2019, at 2pm EST	Register
Setting Up Your Sandata EVV System	Thursday, September 26th, 2019, at 11am EST	Register