

Electronic Visit Verification Preparation

Phase 2 of the Electronic Visit Verification (EVV) implementation in Ohio goes live on August 5, 2019. If you are impacted, the following checklist will help ensure a smooth implementation for you. A list of services included in Phase 2 can be found on the [Provider Introduction Letter](#) sent on 7/26/18. Completing the steps on the checklist in the recommended timeframes will help you be sure you are meeting all Medicaid requirements and are ready for EVV.

Please note, if you have been providing services for Phase 1 since January 8, 2018 then you will have already been receiving communication about EVV. If you also provide services that are in Phase 2, you will be receiving communication about the Phase 2 Implementation since it also applies to you. If you do not currently provide Phase 2 services, please disregard Phase 2 communication.

Provider Readiness Checklist 

EVV Phase 2

Things to start doing now:

- Make sure you don't miss updates
- Share information with employees about EVV (Agency)
- Talk to individuals to whom you provide services about EVV
- Review ODM EVV website often <http://Medicaid.ohio.gov/EVV>

April 2019:

- Register for Training

May 2019 – July 2019:

- Complete Training
- Receive log-in credentials
- Complete data entry of employees and individuals
- Order devices or download EVV app to provider's device
- Provide staff training (Agency Providers)
- Begin Using EVV as soon as you get access

August 2019 and Beyond:

- Ask questions
- Review your Remittance Advice
- Provide additional help to your employees

The following list of steps are for those using the EVV system provided by Sandata. If you are an agency and plan to use your own EVV vendor, please watch for future communications about certification. Once certification is complete, please work with your vendor to implement your EVV system.

Things to Start Doing now

1. **Make sure you don't miss updates:** Verify Current email in Service Location in MITS:
 - a. The email address provided to Sandata comes from Ohio Department of Medicaid (ODM), so it's important to confirm all of your contact information in MITS is current
 - b. Step-by-step instructions for verifying and updating your email address in MITS are described in the ODM [June 2018 Newsletter](#).
 - c. You won't be able to access Sandata EVV if this email is not updated. Changing your email address in the MyOhio system or systems operated by other agencies will not update your information in MITS.
2. To be sure our communication does not go to junk mail, please add the following address to your Safe Senders List: DoNotReply@sandata.com
3. Please check your junk email to be sure you are not missing any communications regarding EVV.

Share information with employees about EVV (Agency):

Use the resources on the ODM EVV website to discuss EVV with employees so they know what to expect for their day to day workflow. Additional resources to assist you in training can be found on the EVV **website under the resources tab**. Please note: Phase 2 training materials are currently being updated and will be posted when available. Some suggested materials for review are the FAQ's, Newsletters and the Direct Care Worker (DCW) Training Video.

Talk to individuals about EVV:

Discuss EVV with individuals to whom you provide services and encourage them to watch the [video for individuals](#) on the ODM website.

Review ODM EVV Website:

Visit the [ODM EVV website](#) frequently to stay up-to-date on EVV program news.

April 2019

Register for Training:

All providers are required to complete EVV training. Registration will be available beginning in April 2019. You will receive an email in March 2019 explaining how to register for training with training links available in April.

Classroom and Webinar training schedules will be posted on the ODM webpage. Self-paced/online sessions will be available through the life of the program. Information on the training seminars and registration will also be posted on the ODM EVV website.

May 6, 2019 – August 3, 2019

Complete Training:

Classroom and Webinar training sessions will run from May 6, 2019 through August 3, 2019. Self-paced training will be available when registration opens and through the life of the program. You must complete EVV training before providing Phase 2 services on or after August 5th, 2019. All required training should be finished during this time in order to be ready for the launch of EVV.

Receive log-in credentials:

Once you have completed all the required training, you will receive a welcome packet with your login credentials and be able to use your Sandata EVV system.

Complete data entry:

Once training is completed and you have received your credentials, you will need to enter the individuals to whom you provide care. If you are an agency provider, you will also need to enter your direct care workers and administrative staff. Data Entry will be covered in training.

Order devices or download EVV Mobile Application:

You are responsible for ordering devices for the individuals to whom you provide services to. You can place device requests beginning in February **after you've completed training**. You may also want to confirm that individuals have received their devices after ordered.

The mobile device and mobile application are the preferred data collection methods for agency providers. This application can be downloaded to either a smartphone or tablet **owned by a provider or a direct care worker**. If the provider chooses to use the Sandata Mobile Connect app instead of the EVV mobile device ODM provides, the mobile app usage must follow all guidelines in [MAL 620](#). Direct care workers may only download the Sandata Mobile Connect app to a device at the discretion of their employer. Those providers using an Alternate EVV Vendor will not be able to use Sandata Mobile Connect.

Provide staff training:

Once you have entered all your individuals and employees into the Sandata system, it is time to make sure your employees are trained and ready. There are [training aids available](#) on the ODM webpage for you or your employees to view (e.g. video training for your Direct Care Workers, recorded webinars and self-paced on-line training).

Begin using EVV:

Once you have completed the above steps, you can begin using EVV prior to the August 5, 2019 Go-Live.

August 5th and Beyond

By August 5th, you will have:

1. Completed all previous steps and are ready for launch.
2. Confirmed employees and individuals are properly loaded into the EVV system.
3. Verified all individuals to whom you provide services a device.
4. Used the self-paced training modules to provide any additional training your employees need.

Ask questions:

ODM and Sandata are committed to the success of the EVV program. Should you have any support questions or concerns, please contact the [EVV Customer Care line at 855-805-3505](tel:855-805-3505).

Self-paced training modules will be available for the life of the program on the [EVV website](#).

Review your Remittance Advice:

Review your Remittance Advice to monitor claims to identify issues that need to be addressed. Assistance can be found on the [Remittance Advice Help](#) document on the EVV website.

Provide additional help to your employees:

Provide assistance to any employees having difficulty using EVV. For instance, additional help with logging into the devices or App, communication with individuals, unlocking their account (Admin access needed), and ordering devices, may be helpful.

**Copies of all communication are located on the EVV webpage. The first letter sent on 7/26/18 was the [Provider Introduction Letter](#).