

ELECTRONIC VISIT VERIFICATION NEWSLETTER



Department of
Medicaid

NEWS ABOUT EVV IMPLEMENTATION IN OHIO

ISSUE 3 JUNE 2018

WHAT IS THE EVV NEWSLETTER?

The "EVV Newsletter" is a tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions while providing assistance for resolving common issues encountered by providers. It will also contain important information and reminders about the EVV program from the Ohio Department of Medicaid (ODM).

This third issue of EVV Newsletter contains the following information:

- Availability of the Sandata mobile application
- Providers required to use EVV
- Changing your email in MITS
- EVV webpage update
- Notice to providers who are not using EVV
- Medical Assistance Letter regarding changes to EVV
- Provider Readiness Group
- 06/25/2018 EVV Stakeholder meeting

WHO DO I CONTACT?

If you have technical questions, need help with a device or the EVV portal, or for device maintenance, please contact the EVV Provider Hotline at **855-805-3505** or email EVVProviderHelpDesk@etraonline.net.

If you have general EVV questions or wish to report a problem, you can email the EVV Unit at EVV@medicaid.ohio.gov or voicemail box **614-705-1082**.

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

Reminder: You should only send protected health information (PHI), regarding the individuals to whom you provide services, in an encrypted/secured email.

SANDATA MOBILE APPLICATION

ODM is pleased to announce that the Sandata mobile application will be available for providers to download on personal devices on August 01, 2018. Currently the mobile device provided by the Ohio Department of Medicaid ODM is the preferred data collection method for agency providers using the Sandata system and for non-agency providers. The EVV mobile application, Sandata Mobile Connect, can be downloaded to either a smartphone or tablet owned by a provider or a direct care worker. Direct care workers may only download the Sandata Mobile Connect app to a device at the discretion of their employer. If the provider chooses to use the Sandata Mobile Connect app, instead of the EVV mobile device ODM provides, 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.
- (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

- (5) If the application is consistently unavailable or GPS coordinates are consistently not collected, the department may require the provider to use the EVV mobile data collection device provided by the department.

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.

PROVIDERS REQUIRED TO USE EVV

For dates of service on and after July 08, 2018, EVV data may be used as part of program integrity audits and reviews for providers of services included in Phase 1. Provider requirements, including the services subject to EVV requirements, are found in Ohio Administrative Code Rule 5160-1-40. This rule requires providers of Phase 1 services to use EVV beginning on January 08, 2018. ODM gave providers a six-month grace period to get the system set up and become familiar with its use. Phase 1 services include:

- State Plan Home Health Aide
- State Plan Home Health Nursing
- State Plan RN Assessment
- Ohio Home Care Waiver (OHCW) Nursing
- OHCW Personal Care Aide
- OHCW Home Care Attendant
- Private Duty Nursing (PDN)

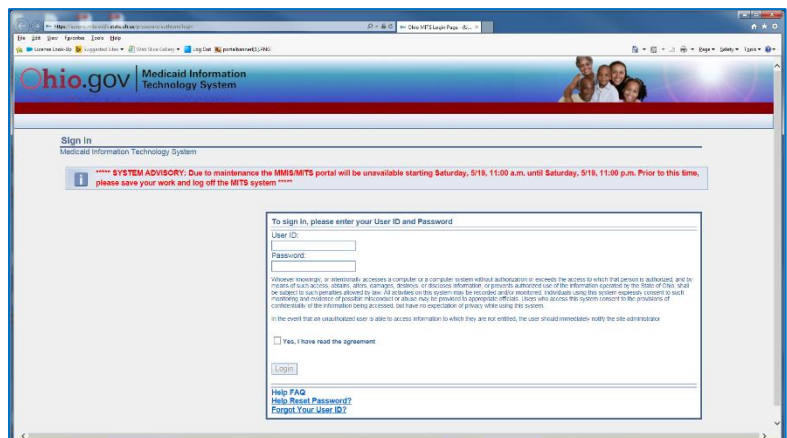
Although the claims edits are being extended as a courtesy to providers, meeting the requirements for EVV System use is not. Please make sure you are complying with all EVV requirements. You may send any questions regarding the requirements to

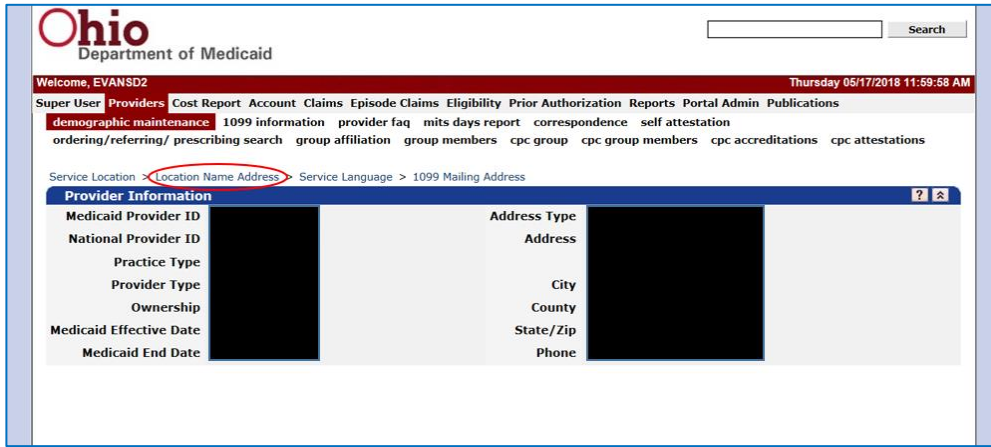
EVV@medicaid.ohio.gov.

CHANGING YOUR EMAIL IN MITS

Some providers have realized their EVV Portal was set up with an email they no longer use. The email address provided to Sandata comes from ODM, so it's important to ensure all your information in MITS is current. Changing your email address in the MyOhio system will not update your information in MITS. Please update your contact information in MITS by taking the following steps:

1. **Log onto your MITS Secure portal account.** If you haven't established your secure account, contact Provider Assistance at 1-800-686-1516 for help.
2. **Enter your Ohio Medicaid provider ID into the Provider ID field.**
3. Click **Search**



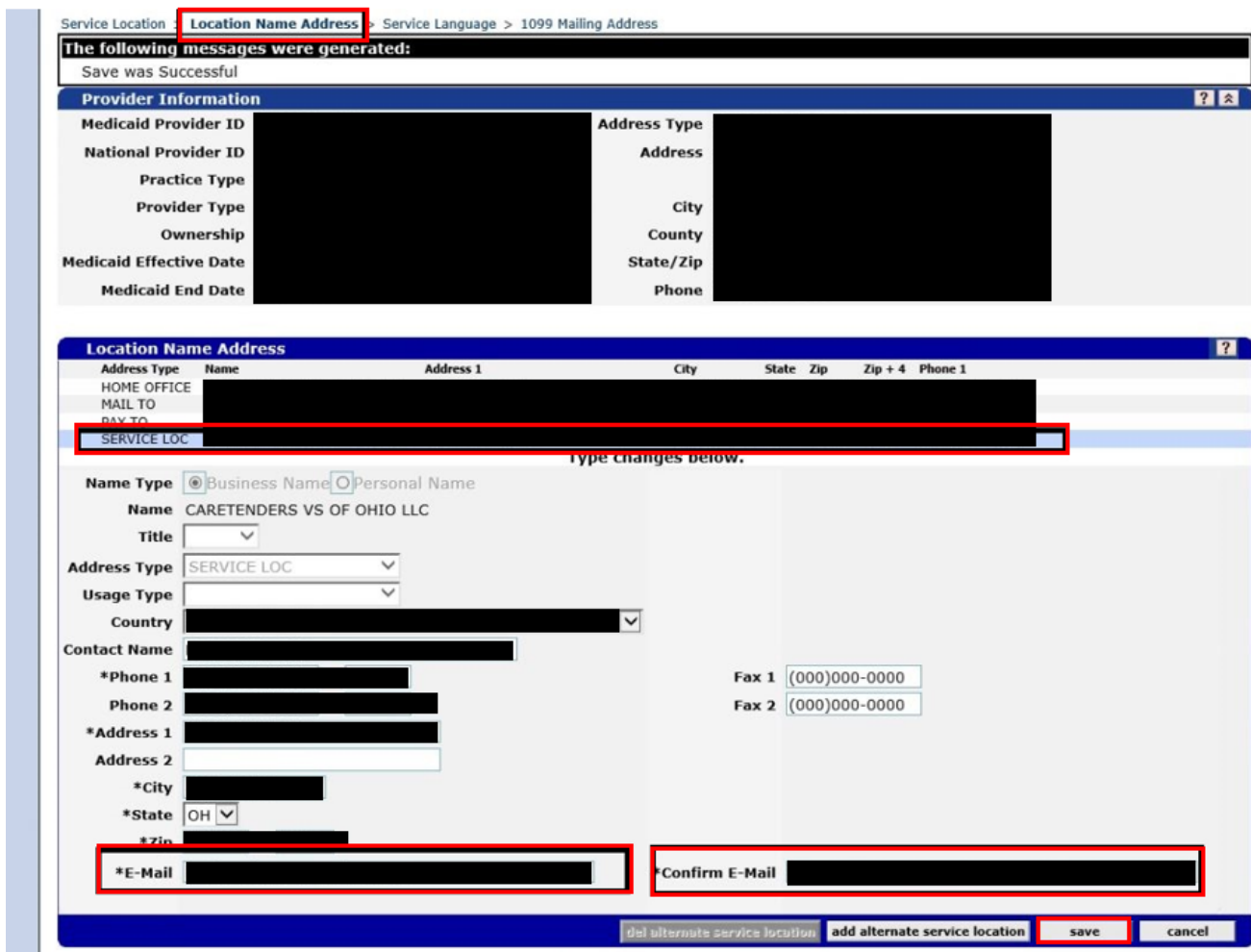


4. Once inside of your account click on the **demographic maintenance** tab.

5. Once inside of **demographic maintenance**, select the **Location Name Address** link. Here, you will have the ability to update/maintain your email address information, your mailing address information, service language, and 1099 Mailing address information.

In order to add an alternative service location you will need to call the Provider Enrollment hotline at: 1-800-686-1516.

- Once in the Location Name Address area, you will see four Address Types listed: Home Office, Mail To, Pay To, and Service Location. In order to update your email address completely in MITS, you must **click each of these Address Types and update your email address in each type**. Be sure to **Save the new email address that you enter in each Address Type**, before moving on to the next address type. **Note: In order for your email address to be changed in EVV, as a minimum you must update and save the email address in the Service Location address type, as seen here:*



EVV WEBPAGE UPDATE

ODM recently updated our EVV webpage to make finding information easier. Visit www.medicaid.ohio.gov/EVV to see the new layout. As always, please check the EVV webpage often to stay up-to-date on EVV program news and updates.

NOTICE TO PROVIDERS ABOUT EVV USAGE

You may have recently received notification about your EVV account usage. In an effort to identify providers who should be using EVV, but who are not, ODM and Sandata have been reviewing claims and EVV data. If you are unsure if you should be using EVV, please contact EVV@medicaid.ohio.gov.

MEDICAL ASSISTANCE LETTER

Medical Assistance Letter (MAL) 620 will be published this month. The MAL will cover updates to EVV, including the Sandata mobile application availability, the exception for anticipated duration of services less than 90 days, and EVV-related edits during claims adjudication. Once this letter is published, it will be sent out to the email addresses on file with MITS and will be posted on our EVV webpage.

PROVIDER READINESS GROUP

ODM is partnering with the Ohio Council for Home Care and Hospice (OCHCH) to gather input regarding provider readiness for EVV edits. The workgroup will include both agency and non-agency providers and is not limited to OCHCH members. If you are interested in participating in the workgroup, please contact Joe Russell at joe@ochch.org.

06/25/2018 STAKEHOLDER MEETING

The next EVV stakeholder meeting is scheduled for June 25, 2018 from 2:00 pm to 4:00 pm. During this stakeholder meeting, ODM will give a presentation on HIPAA and Security, as it relates to ODM and EVV. Other agenda topics include updates regarding timelines, the services covered, and edits matching claims to units. The full agenda will be sent to everyone who has asked to participate prior to the meeting. If you do not receive invitations to the EVV stakeholder meeting and would like to participate, please contact EVVPolicy@medicaid.ohio.gov.