



Department of Medicaid

John R. Kasich, Governor
Barbara R. Sears, Director



*A translated version of this letter can be found at:
medicaid.ohio.gov > Initiatives > Electronic Visit Verification*

Hello.

As an individual who receives home and community services through the Ohio Medicaid program, you are receiving this Electronic Visit Verification (EVV) device. Your provider may have talked with you about the EVV device. You can use it to verify your caregivers' visits. The device, charging cable, and a quick reference card for you and your provider are inside. Please use the charging cable to plug in the device so that it is charged when your caregiver visits.

Your Device

Charging Port:

You will find the charging port on the upper left hand side of the device. Look for the door with the USB symbol (•⚡•) on it.

Once the door is open, insert the charger into the port, and plug your charging cable into the wall. It may take a minute to charge your device.

Power Button:

To turn on the device, push the black button on the lower right hand side of the device with the power symbol (⏻) on it.

Make sure the device is plugged in and has had several minutes to charge before powering it on.

Please have your caregiver contact the EVV Provider Hotline at 1-855-805-3505 if you have any questions or problems with your device.

