



Department of Medicaid

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

Dear Provider:

The Ohio Department of Medicaid (ODM) implemented Electronic Visit Verification (EVV) for some home and community based services on January 8, 2018. The six month grace period for complete integration of EVV into your processes ended on July 7, 2018. All visits for impacted services must be documented in the ODM EVV system.

The services impacted by EVV requirements include state plan home health nursing and aide services, private duty nursing, and RN assessment. In addition, Ohio Home Care Waiver (OHCW) nursing, aide and home care attendant services are subject to EVV requirements. The program is currently limited to traditional fee-for-service programs; services billed to Medicaid managed care plans are not impacted.

ODM will deny claims for visits for impacted services if they are not supported by verified visit information documented in the ODM EVV system for dates of service on and after February 13, 2019. ODM is currently reviewing claims and data entered in the EVV system to identify those providers who may have compliance issues that would lead to claims denials.

That review identified the following issues that may result in the denial of your claims:

- Claims are submitted for visits with outstanding exceptions.
- Direct care worker social security numbers are not valid.
- Individual Medicaid numbers in the EVV system are not valid.
- You have submitted claims for visits that are not documented in the EVV system.

Please review your visits and your business processes. Make necessary updates and changes to ensure claims payment for dates of service on and after February 13, 2019. Failure to comply with Ohio Administrative Code Rule 5160-1-40 and related EVV requirements may lead to receipt of a Notice of Deficiency and other enforcement action.

If you would like additional information about EVV, please visit www.medicaid.ohio.gov/EVV. If you have not been using EVV, please visit www.medicaid.ohio.gov/EVV to view the link for EVV training. Send questions about the EVV program to EVV@medicaid.ohio.gov. If you have completed the required training and have questions about using the EVV system, please call the EVV Provider Hotline at 1-855-805-3505.

If you are an agency using an alternate EVV system and believe you are satisfying the Ohio EVV Program rules, please verify your visit information is being transmitted to the Sandata aggregator as required. If you find that your system is in compliance and believe you received this letter in error, please contact EVV@medicaid.ohio.gov.