

Provider engagement with Electronic Visit Verification (EVV) is growing rapidly as August 5, 2019 approaches. This is causing an increased volume of lengthy calls at the Sandata Provider Hotline, often from providers seeking training rather than assistance with a specific problem. While we are working closely with Sandata to ensure provider access to the EVV Provider Hotline, please remember that the following resources are available to providers online.

### **Webinars for Training Questions**

ODM and Sandata are also adding five webinars next week to address the things with the highest volume of extended calls. Information about these webinars is as follows:

**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)

Date and Time	Registration Link
Monday, August 5, 2019 at 10:30 am	<a href="#">Register</a>
Monday, August 5, 2019 at 4:30 pm	<a href="#">Register</a>
Tuesday, August 6 at 10:30 am	<a href="#">Register</a>
Wednesday, August 7, 2019 at 1:30 pm	<a href="#">Register</a>
Thursday, August 8, 2019 at 11:30 am	<a href="#">Register</a>

Providers can also register for these webinars on the ODM EVV Webpage on the Webinar tab (<https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Webinar-Tab.pdf>). These webinars are only for providers who have completed EVV training.

Please note that questions regarding the EVV program ([evv@medicaid.ohio.gov](mailto:evv@medicaid.ohio.gov)) or EVV policy ([evvpolicy@medicaid.ohio.gov](mailto:evvpolicy@medicaid.ohio.gov)) should be directed to the appropriate mailbox and are not appropriate for these webinars.

### **Online Resources**

In addition, remember that the following resources are available on the EVV page of the ODM website.

- The Agency Provider Training Manual  
[https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Trainng/P2-AgencyProvider\\_ParticipantGuide.pdf](https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Trainng/P2-AgencyProvider_ParticipantGuide.pdf)

- The Non-Agency Provider Training Manual  
[https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Trainng/P2-Non-AgencyProvider\\_ParticipantGuide.pdf](https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Trainng/P2-Non-AgencyProvider_ParticipantGuide.pdf)
- A video that can be used to help caregivers learn to use the EVV device  
<https://www.youtube.com/watch?v=idx1vwyAZTk&feature=youtu.be>
- Frequently Asked Questions  
<https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/FAQforEVV.pdf>
- Provider Refresher Training – Visit Maintenance and Reports  
<https://www.youtube.com/watch?v=ovYewP31gS0>

### **Unlimited Opportunities for Online Training**

In addition, providers can access the following training opportunities through the Training Tab (<https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification/Training>) on the EVV webpage.

- Bridge training for providers who first used EVV in Phase 1
- Self-Paced Training for Agency Providers
- Self-Paced Training for Non-Agency Providers

### **What Happens Next**

Visits for dates of service on and after August 5, 2019 should be documented with EVV. ODM, DODD, ODA and the managed care plans will begin using messages on remittance advices and similar reports to identify those instances when a claim is not supported by a visit in the EVV system. **Claims will continue to pay in the same way they are paid today.** This is a chance for providers to become familiar with EVV and to become accustomed to using the device.