ELECTRONIC VISIT VERIFICATION NEWSLETTER

Ohio | **Department of Medicaid**

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 fifth issue of EVV Newsletter contains the following information:

- Congressional delay in EVV penalties
- Ohio Council for Home Care and Hospice (OCHCH) Provider Readiness Group
- EVV portal password requirement changes
- Key tips and reminders for using EVV
- Alternate EVV updates

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@etraconline.net**. ***Please note: in order to receive communication back from the EVV Provider Hotline email address, you <u>must</u> have already registered for an account in eTRAC. Please also ensure that the email address you have registered in eTRAC is one that you check often.**

If you have general EVV questions or wish to report a problem, you can email the EVV Unit at **EVV@medicaid.ohio.gov** or leave a message in the 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**.

CONGRESSIONAL DELAY IN EVV PENALTIES- *WHAT DOES THIS MEAN TO YOU?*

On July 30, 2018, the President signed legislation giving state Medicaid programs more time to comply with Electronic Visit Verification (EVV) requirements by delaying fines that states would pay, until January 01, 2020. The Ohio Department of Medicaid (ODM) would like to clarify that this is <u>not impacting Ohio's EVV program</u> and does not change ODM's expectations that providers use the EVV system.

The recently signed legislation delays penalties for those ***states*** who have been unable to implement their EVV systems by the original deadline of January 01, 2019. The legislation applies to states, only. Providers must continue to follow state rules. This means that you will need to continue to use the EVV system, per the Ohio Administrative Code (OAC) 5160-1-40.

An official communication will be coming out in the near future from ODM. Please watch your email for that communication.

OCHCH PROVIDER READINESS WORKGROUP

OCHCH is hosting a Provider Readiness Workgroup to help providers follow Ohio Medicaid EVV rules. Leading Age Ohio, the Ohio Provider Resource Association, and the Ohio Health Care Association are participating in the group. The Workgroup is open to all providers and is not limited to OCHCH association members.

The Workgroup is currently creating a toolkit to help providers include EVV in their business processes. The toolkit will be available to be downloaded. Also, the Workgroup plans to offer educational opportunities for all Ohio Medicaid providers of EVV services. The first education session will be held on August 24, 2018. It will cover the basics and best practices of using EVV. Participants can attend in person or through a webinar. If you want to attend in person, the session will be held at 1105 Schrock Rd, Suite 140, Columbus, OH, 43229. If you would like to attend this session, please register at:

https://associationdatabase.com/aws/OCHCH/page_template/show_detail/78506?layout_name=layout_details&model_name=calendar .

If you have questions or problems registering for this session, please contact OCHCH at (614) 885-0434 or jim@ochch.org.

If you have any questions about the Provider Readiness Workgroup, please contact Joe Russell (joe@ochch.org) or Andrew Yogmour(andrew@ochch.org).

EVV PORTAL PASSWORD REQUIREMENT CHANGE

The State of Ohio has been enhancing the password security requirements for all of its state-wide systems. As part of this effort, the password requirements for Sandata's EVV Portal have changed. As of the EVV 8.1.5 Release on Tuesday night, August 14th, any password that is set up for the Sandata EVV portal will require a minimum of 12 characters, instead of the current 8-character requirement. All of the other existing password requirements will remain in place. The password requirements for an EVV portal login, from August 14th forward, will be the following:

- Password must be a minimum length of 12 characters
- Password must contain at least 1 upper case and 1 lower case letter
- Password must contain at least 1 number
- Password must contain at least 1 special character (For example: !, @, *, etc.)

*Please note: _There is no immediate action that you need to take with this change._ You will see the new password requirement the next time you change your password, whether by resetting your password or when your current password expires. Also, this change in password requirements does NOT apply to the MVV password that is used to log into the EVV device. This change only affects passwords for User accounts, which are used to log into the EVV portal.
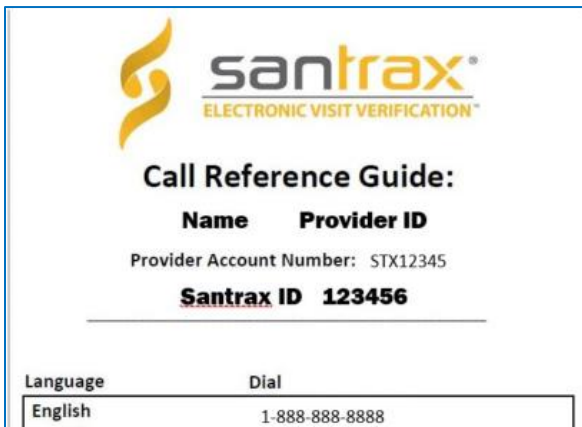
KEY EVV TIPS AND REMINDERS

There are several things to keep in mind about the EVV program, in order to have the smoothest and most successful experience in using it:

- **Direct Care Workers (DCW) should take their EVV login credentials with them every time they provide services.** This includes:
  - Company ID- This is your Sandata EVV account number after "2-" (for example: 2-12345)
  - Username- This is the DCW's email address that was used to set up their employee account.

  Because an individual's EVV device may not only be used by one single provider, DCW's should be checking the login credentials on the device screen every time they log in, to make sure they are correct.

➢ **Be sure to use <u>your assigned</u> telephony phone numbers when logging visits by phone!**


When logging an EVV visit using telephony, providers must call their assigned, toll-free phone numbers. Your set of assigned, toll-free numbers can be found in the unique Call Reference Guide that is included in your Welcome Kit. Your Welcome Kit can be found in the eTRAC ticketing and device management portal. In addition to your assigned telephony (TVV) numbers, the Call Reference Guide contains a quick reference guide for using TVV. Your assigned telephony numbers are associated with your Medicaid Provider ID.

Using a telephony phone number that is not assigned to you will result in visit data not being associated with your Medicaid Provider ID, which will result in claims denials, in the future.

➢ **Remember that the MVV application is now available to be downloaded on your own devices, to log EVV visits!**
  o The Sandata MVV application is called Sandata Mobile Connect, and it is now available in the Apple Store and Google Play Stores for personal download.
  o You can find the application by searching **Sandata Mobile Connect**. The application you want to download is called out, below.

Apple Store
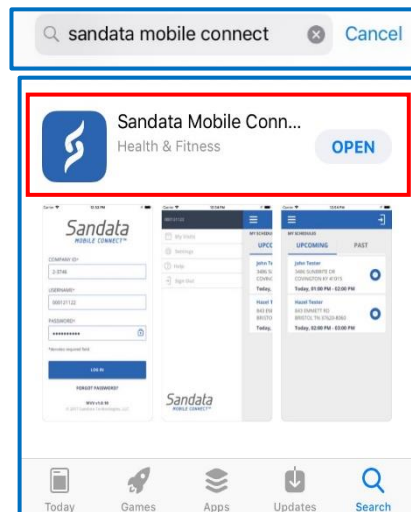
Google Play Store
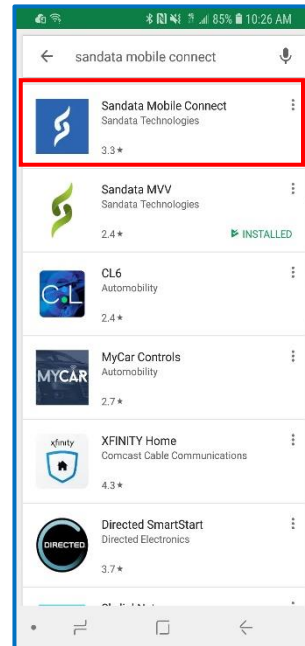
  o Once you download the application, it will look and function like the Sandata program on the ODM-issued EVV device.

ALTERNATE EVV UPDATES

There have been a lot of questions about using an alternate EVV vendor. For agency providers who are interested in using an alternate EVV system, or for agency providers who are already using an alternate EVV vendor, here is some key information to know:

- As of July 8th, 2018, all services that are subject to EVV should have EVV visits logged for them in the Sandata Aggregator.

- All EVV visits that are logged should be sent from your alternate vendor to the Sandata Aggregator. You may have received an EVV compliance communication, notifying you that ODM has not yet received any visits from your alternate vendor. Even if you feel you are in compliance, it is a good idea to verify that your visits are making it to Sandata by logging into the Sandata Aggregator and searching for your visits. **You do _not_ have to log into the Aggregator every time you log a visit**. However, if you have never logged into the Aggregator, this is a recommended step to verify that your alternate vendor is set up correctly.

- We have heard from some providers that they are unaware that there is an Aggregator, what it does, or how they get access to it. The Aggregator is a read-only view of the visits that you have logged in your alternate EVV system. It is available to you so that you can see the visit data that ODM has received from your EVV system. The visits in the Aggregator are compared to visits on your claims, to see if they match.

- Every agency that has elected to use an Alternate EVV vendor **_must_** take Aggregator training, in order to know how to use it. You can register for and take the self-paced Aggregator training by following this link: https://www.sandatalearn.com?KeyName=ODMAltEVVAgencyTraining. Once you have taken training, please reach out to the EVV Provider Hotline at (855) 805-3505 or evvproviderheldesk@etraconline.net to request an Aggregator account for each of the appropriate people in your agency.

- Some providers have been expecting to be able to edit their visits and resolve visit exceptions directly in the Aggregator portal. This is not possible. Any provider who is using an alternate EVV vendor must **_always_** manage their visits directly in their certified vendor's system.

- The implementation of Phase 2 of the EVV program is currently underway. Phase 2 is expanding the EVV program to include several additional services and payers. This means that the specifications for how an alternate EVV system should function are also changing. All currently-certified alternate EVV providers will need to go through a **recertification process** for Phase 2, in order to continue using an alternate EVV vendor. ODM maintains a list of certified alternate EVV vendors on its website. The Certified Vendors list is being kept up-to-date, and any vendors who do not go through the alternate EVV recertification process for Phase 2 will be removed from it. Also, vendors that have worked through the certification process with providers, but have not sent visits to the Sandata Aggregator, will be removed from ODM's Certified Vendors list.

- If you are currently in the process of going through alternate EVV certification, please be aware that **_you will still need to recertify your vendor for Phase 2_**. Recertification will begin once the Phase 2 alternate EVV vendor specifications and certification process have been published, which is expected to happen soon.

Please continue to watch your email for communication from ODM on when the Phase 2 alternate EVV specifications have been posted, and the recertification process can begin.