

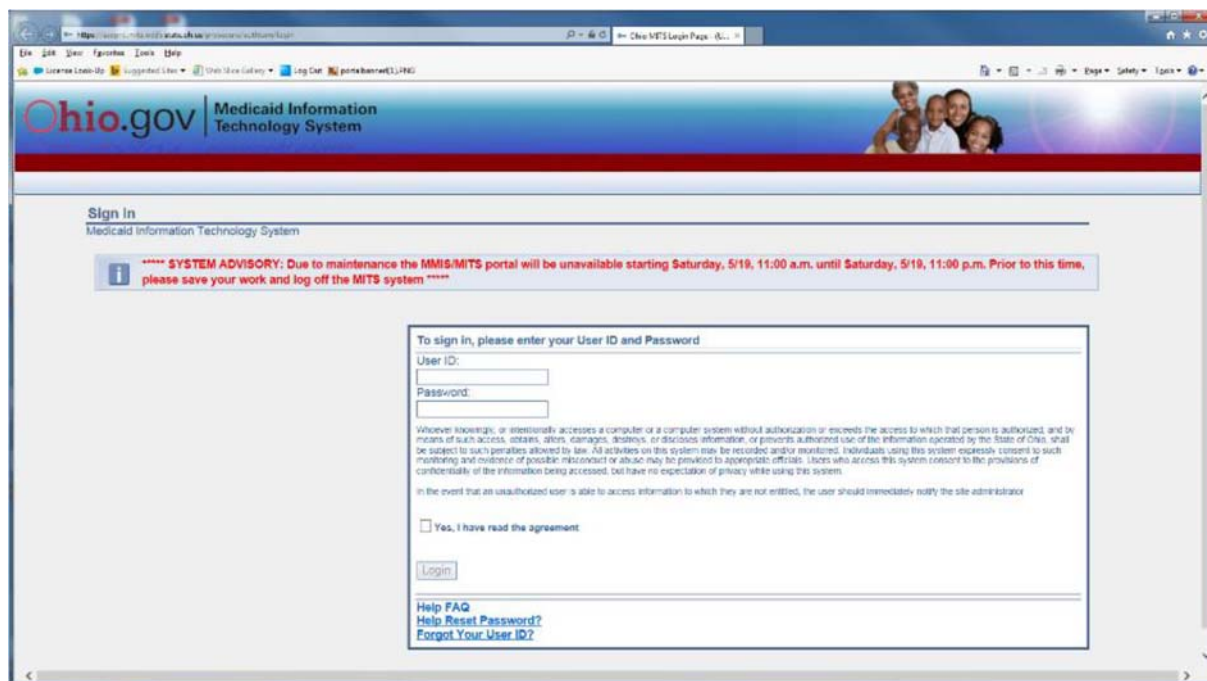
Dear Provider,

As we prepare for Phase 2 of Electronic Visit Verification Go-Live on May 6, 2019, it is important the correct contact information is on file for you in the Ohio Department of Medicaid's (ODM) MITS system. This includes providers directly billing Department of Developmental Disabilities (DODD), Department of Aging (ODA) or Managed Care Organizations.

The email address provided to Sandata comes from ODM and will be the address used for access to Sandata's EVV system. It's important to ensure all your information in MITS is current. **Changing your email address in the MyOhio system, with another state agency, or with a managed care organization will not update your information in [MITS](#).**

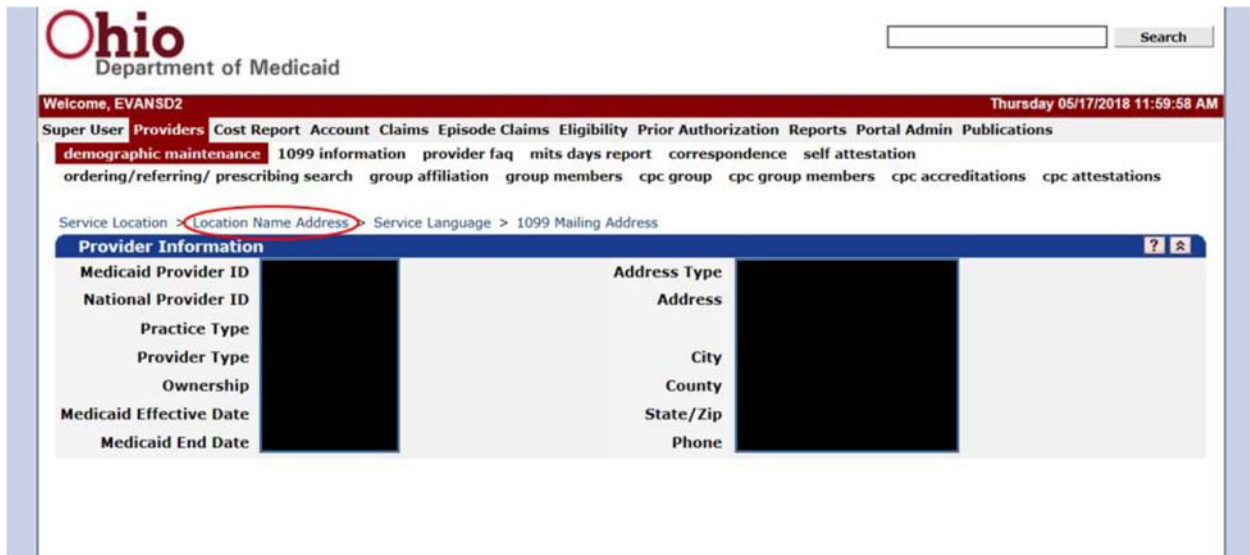
Please review and update your contact information in MITS by taking the following steps:

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**



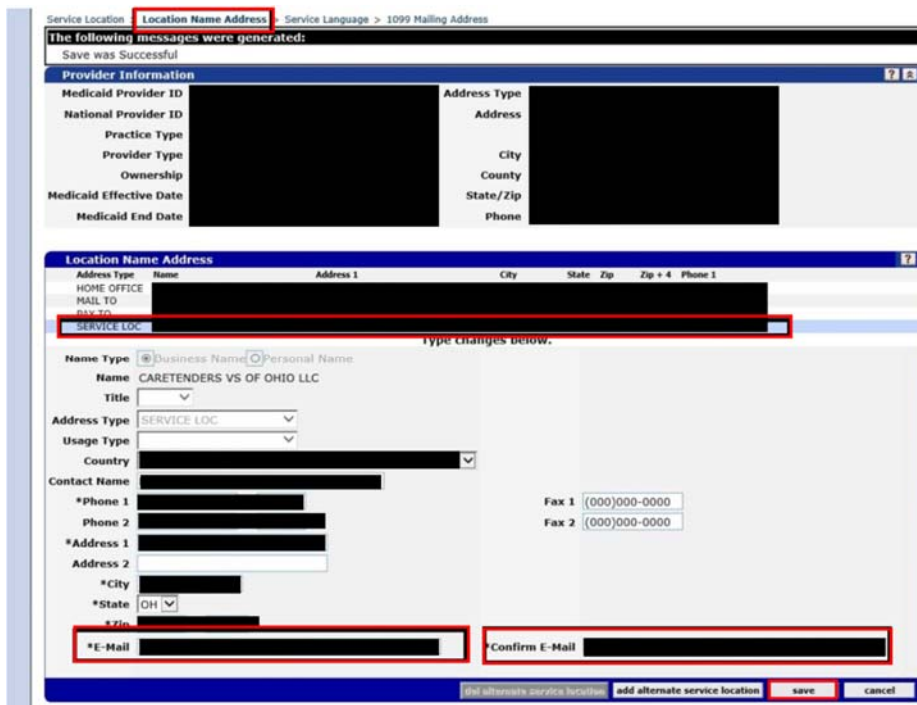
4. Once inside of your account click on the **demographic maintenance** tab.
5. Once inside of **demographic maintenance**, select the **Location Name Address** link. Here, you will have the ability to update/maintain your email address information, your mailing address information, service language, 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.



The screenshot shows the Ohio Department of Medicaid web application. The breadcrumb navigation at the top indicates the current path: Service Location > **Location Name Address** > Service Language > 1099 Mailing Address. The 'Location Name Address' tab is highlighted. Below the navigation, there is a 'Provider Information' section with fields for Medicaid Provider ID, National Provider ID, Practice Type, Provider Type, Ownership, Medicaid Effective Date, and Medicaid End Date. To the right of these fields are fields for Address Type, Address, City, County, State/Zip, and Phone. The 'Location Name Address' tab is currently selected.

6. 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:*



The screenshot shows the 'Location Name Address' form. The 'Address Type' dropdown is set to 'SERVICE LOC'. The 'Name' field is 'CARETENDERS VS OF OHIO LLC'. The 'Address Type' dropdown is set to 'SERVICE LOC'. The 'Usage Type' dropdown is set to 'SERVICE LOC'. The 'Country' dropdown is set to 'United States'. The 'Contact Name' field is filled. The 'Phone 1' field is filled. The 'Phone 2' field is filled. The 'Address 1' field is filled. The 'Address 2' field is filled. The 'City' field is filled. The 'State' dropdown is set to 'OH'. The 'Zip' field is filled. The 'E-Mail' field is highlighted with a red box. The 'Confirm E-Mail' field is also highlighted with a red box. The 'Save' button is visible at the bottom right.

Please contact ODM Provider Assistance Hotline at 800-686-1516 if you need help updating your contact information.

Thank you.