

DODD + EVV

Frequently Asked Questions



EVV Background

What is EVV?

EVV stands for electronic visit verification. EVV is a system used by providers and/or direct support professional (DSPs) who help people in their home and community. EVV is used to document the service in real time.

The data in your EVV visit must match the same data in your claim for the service in order for the claim to be paid.

How do I know if I need to use EVV when providing waiver services?

If you provide in-home care to Medicaid enrollees who are on a home and community-based services (HCBS) waiver, you likely need to use EVV.

A full list of services that require EVV is available [here](#).

The Ohio Department of Medicaid (ODM) does have an exemption process for caregivers (DSPs) who live with the people for whom they provide services.

Why do I need to use EVV?

EVV is a federal requirement. The [21st Century Cures](#) Act mandates that all states, including Ohio, implement EVV for most Medicaid services that require an in-home visit.

Because of the federal requirement, Ohio has implemented Ohio Administrative Code (OAC) rules in Chapter [5160-32](#).

More information about the live in caregiver exemption process is [here](#) (and below).

Now that I know I need to use EVV, what should I do to get started?

No problem! Ohio has many online resources to help you get started with EVV. The [EVV Provider Onboarding Checklist](#) is a great place to start.

You can also call the Sandata EVV Provider Hotline at 855-805-3505 or join daily office hours for one-on-one assistance. Register [here](#) for office hours.

DODD Services Requiring EVV

Which DODD services require EVV?

DODD's [billing code list](#) indicates which 3-letter billing codes are subject to EVV.

This [EVV Program and Service Code Guide](#) shows what each billing code looks like in the Sandata EVV system.

Services billed using a daily rate do not require EVV.

Does Shared Living require EVV?

No, EVV is not required for Shared Living services. (And you do not need to request a live-in caregiver exemption.)

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DODD Services Requiring EVV

Does On-site On-call require EVV?

No, EVV is not required for on-site on-call services. (And you do not need to request a live-in caregiver exemption.)

Does waiver transportation require EVV?

No, EVV is not required for waiver transportation services.

Does EVV apply to congregate settings/sites?

EVV applies to services billed in 15-minute units such as HPC, PDHPC, Residential Respite, Waiver Nursing, and Nursing Delegation. EVV does not apply to services billed daily (per diem).

MRC does not require EVV due to the daily billing rate; if at any time your services change to HPC 15-minute unit billing you

are required to use EVV.

How can I log a group visit in EVV?

A provider can initiate a group visit in the Sandata SMC app by selecting “Start Group Visit”. If the provider is conducting a group visit with staggered start times they can add individuals. The provider can initiate the first session as a group visit and then add the recipients as their visits begin.

There are help guides on Sandata’s website [here](#).

Should EVV be documented in the OhioISP?

Yes, you can find guidance about what to expect to see in the person’s OhioISP in the [Electronic Visit Verification and OhioISP Job Aid](#).

Live-in Caregiver Exemptions

I live with the person for whom I provide services. Do I need to use EVV?

Once you have an ODM-approved live-in caregiver exemption, you do not need to use EVV for services provided to that person. You can find information about submitting a live in caregiver exemption request [here](#), toward the bottom of the page, under “Live-in Caregiver Exemption”.

Basically, the caregiver or their agency, if they work for an agency, submits the [live-in caregiver form](#) to ODM along with proof of the caregiver’s living arrangement. ODM will review the form and supporting

documents and notify the provider immediately if it needs to be corrected. If the form is approved, it may take up to 14 days for a live-in caregiver exemption to be processed and updated in the Sandata system.

DSPs who have an live-in caregiver exemption pending must continue to log EVV visits, unless they are requesting the exemption for the only person they serve.

*Live-in caregiver exemption is not required when the provider is billing for the waiver service Shared Living because Shared Living is not subject to EVV.

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Live-in Caregiver Exemptions

Once I am notified that my live-in caregiver exemption is approved, what do I do?

When you are notified that your live-in caregiver exemption is approved, you can stop using EVV to log your visits. You are still required to maintain service documentation and should notify ODM if your living arrangement changes or you no longer

provide services to the person you live with.

You can verify your exemption is approved by reviewing the XREF module in your Sandata EVV account. If there is a question regarding live in caregiver exemption approval, contact ODM via email to:

evv@medicaid.ohio.gov

Visit Capture

What are my options for logging EVV visits?

SMC App - The SMC application (app) downloaded onto a device (cell phone, tablet, etc.) owned by the caregiver or a device provided by ODM at no cost. See SMC App resource videos [here](#).

Telephony – Use your phone to start or end a visit. See Telephony resources [here](#).

Manual entry – This is only allowed if visit capture is not available through the app or telephony, or due to the immediate needs of the individual. Manual entry cannot be used for routine visit verification.

What if the person I serve does not want the EVV device in their home?

Ohio no longer sends devices to the person's home. The provider may request a device from Sandata if they do not want the app on their personal device or will not be using telephony.

The person I serve does not want me to use GPS for EVV. What can I do?

You should not use GPS unless the person you serve says it is ok. To use GPS you must get approval through a signed [GPS consent form](#) annually. The provider maintains a copy of the signed consent and the individual may revoke their consent to use GPS at any time.

Does the person I provide services for need to validate the service?

No. There is no requirement for the person to sign off or validate the service for EVV.

What are EVV rules when I provide two services back-to-back, but only one requires EVV?

You only need to log the service that requires EVV. For example, if you provide HPC for 2 hours then provide on-site on-call, you will log your EVV visit at the beginning of the two hours of HPC then end your visit before providing on-site on-call.

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Visit Capture

How do I log visits when I provide services over two days?

When providing services overnight you do not need to do anything different in EVV. The Sandata EVV system has been updated so that DODD providers do not need to start and stop visits at midnight.

When working in a rural area, if we lose connectivity while working with a client, what do we do?

There is an offline mode feature that allows the provider to clock in/out in the SMC app. The data is stored and uploaded once you regain connectivity.

What is an alternate EVV vendor? Can I use an Alt vendor for EVV?

An alternate EVV vendor, often called “alt vendor”, is an option for EVV data collection for all providers. ODM used to only allow agency providers to select an alt vendor, but this is changing effective October 2025. Providers may enter into an agreement with an alt vendor of their choice to provide EVV services instead of using Sandata/HHA free of charge. More information about alt vendors can be found online [here](#). Note that when you choose to use an alt vendor, you will work with your alt vendor to correct EVV issues.

Visit Status and Billing

I am logging EVV visits, but my claims are being denied. What is going wrong?

First identify whether your visits are in verified status (see directly below). If your visit is verified but claims are still denying, review your denial reason to determine why your EVV visit does not match your claim. It could be that the billing code does not match, the number of units do not match, the Medicaid provider ID does not match or the person’s recipient ID does not match. Once you identify where the mismatch is, you can fix your claim or your visit. See resources [here](#) under the “Quick Links” section.

How can I see if my EVV visit is in verified status?

A visit is in verified status when all the required data elements are completed. In the Sandata Visit Maintenance module there is a list view and column that displays the visit as being verified (or not). If there are red dots, your visit has missing or incorrect information.

*A visit must be verified to match a claim, however, just because a visit is verified does not mean it will match the claim. Example: If a verified visit has a service code that is different than what is submitted on the claim, the claim will be denied for no match.

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Visit Status and Billing

My claims are being denied because my provider ID does not match. What does this mean?

The error message “Provider ID Does Not Match” means the Medicaid ID on your claim is not in the Sandata EVV system or the Sandata Aggregator. First, identify what Medicaid ID is associated with the account you are using to record visits. Then, compare this value to the Medicaid ID associated with the claim. Additional details about correcting your provider Medicaid ID can be found [here](#).

If a provider submits a claim but has not logged an EVV visit for the service, what do they do?

If a provider submits a claim but hasn’t logged an EVV visit, the provider may manually enter the visit. Claims and EVV data must match in service type, date, and units for the visit to be considered

EVV- compliant. If EVV was not submitted before the claim, the claim will be denied for dates of service prior to 10/1/2025.

Manual visit entry should be used sparingly and not in the regular course of business.

If a provider is working with two people simultaneously, but still billing the 15-minute units for HPC, is EVV still required?

Yes. Any services subject to EVV will need a visit or a live-in caregiver exemption in the EVV system. Providers should use the “group visit” functionality in order to log more than one visit at the same time.

How are EVV visits and DODD claims units matched?

DODD waiver providers submit claims per service date. EVV units are captured in the same way for DODD. See the examples to assist with billing [here](#).

New Providers; EVV Setup and Training

When a person is in the process of becoming a Medicaid provider, what number should they use in Sandata for their Medicaid ID?

If someone is applying to become a Medicaid provider and does not have a Medicaid ID yet; they can enter 9999999 to get into the required training available in SandataLearn.

How can I update my email address in the EVV system and/or eTRAC?

Providers needing to update their email address in EVV will need to update their email in the Provider Network Management (PNM) portal under the Primary Service Address tab. Once the email address is updated, the provider will need to take a screenshot of the update and send it to Sandata Customer Support to

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New Providers; EVV Setup and Training

request the EVV account and eTRAC be updated with the new email address.

To confirm the email address is in PNM contact the ODM Integrated Help Desk (IHD) at 800-686-1516.

Contact Sandata to request an update to the email address in the Sandata portal, Sandata Aggregator, or eTRAC using ODMCustomerCareEmail@Sandata.com or by calling 855-805-3505.

I am getting a recipient Medicaid ID error; how can I fix it?

First confirm the recipient Medicaid ID in EVV is accurate by contacting the ODM IHD at 800-686-1516.

Once you have confirmed the Medicaid ID is correct, contact Sandata Customer Support at [ODMCustomerCareEmail@ Sandata.com](mailto:ODMCustomerCareEmail@Sandata.com) or by calling 855-805-3505. Sandata can help end date the incorrect Medicaid ID and create a new recipient with the correct Medicaid ID.

Who do I contact for help with my EVV account?

Sandata is the best contact for issues with your EVV account. If the issue is related to billing or questions about the services you are providing, you should contact DODD or ODM.

You can call the Sandata EVV Provider Hotline at 855-805-3505 or [submit a ticket](#). The daily EVV Office Hours are a great resource for providers needing technical assistance. To join daily office hours for one-on-one assistance register [here](#).

The [Sandata Ohio User Guide](#) webpage is the go to website for all Sandata EVV resources.