



Ohio EVV Provider Onboarding Checklist

Ohio EVV Getting Started Checklist

Welcome to Ohio's Electronic Visit Verification (EVV) system! This checklist will guide you through the steps for success as you begin using the Sandata EVV solution. Providers using a third-party, or alternate, EVV solution can find help here: [Providers Using an Alternate Vendor System](#). Once you're on the ODM EVV page, scroll to the bottom of the page and click on the "Setting Up Electronic Visit Verification: Providers Using an Alternate Vendor System" tab.

- Take required EVV training on [SandataLearn](#) if this has not been completed for the Medicaid ID(s) associated with your claims.
- All new providers need to register in the [Provider Registration Portal](#) and indicate if you will use the Sandata EVV or an Alternate EVV solution.
- We recommend using your own device for EVV visit capture via the Sandata Mobile Connect application.
 - If you are unable to use your own device, you may register in [eTRAC](#) to order a state-provided Sandata mobile device.
 - You can also use Telephone Visit Verification (TVV), which is using a phone for EVV, to capture visit data.

[Watch this video to learn how to register and sign in to Sandata EVV.](#)

Step 1: Logging into Sandata EVV

- Click the following to access [Sandata EVV](#).
- Click on the Log in with OH|ID button and then log in with you OH|ID.
 - If you need assistance signing in or acquiring your OH|ID, please contact the ODM Integrated Help Desk at 800-686-1516 or email ihd@medicaid.ohio.gov.

Step 2: Set Up Accounts

- Enter recipients into Sandata EVV.
- Assign services and EVV Authorizations to your recipients into Sandata EVV.
- Agency providers only enter direct care workers/employees (DCWs) into Sandata EVV.
- Alt EVV users should send recipient and DCW/employee records to Sandata Aggregator to ensure the data populates as expected within the Sandata Aggregator. Work with your vendor if data does not appear as expected.

[Access step-by-step help with these User Guides.](#)

Step 3: Start Capturing EVV Visits

- Watch videos on how to capture EVV visits using the [Sandata Mobile Connect application](#). If the caregiver is unable to access the mobile application, then they can use [Telephonic Visit Verification \(TVV\)](#) as an alternative.
- The mobile app is a free download available here [Apple Store](#) and [Google Play Store](#).
- Use and share these helpful training resources:

[Ohio Direct Care Worker Video Library](#)

[Sandata Mobile Connect Help in Multiple Languages](#)

Step 4: Monitor and Maintain Visits

- Regularly monitor visits in the EVV system and Sandata Aggregator. Sandata users address visit exceptions (red dots) in Visit Maintenance by fixing missing or incorrect data. Alt EVV users correct the data in their Alt EVV solution or work with their vendor to resolve visit exceptions (red dots) in Visit Review. Visits that are not in 'Verified' status will not be matched to claims.

[Get more information about resolving exceptions here](#)

Ready, Set, Go!

Remember the following to ensure that you are prepared for the upcoming claims validation change.

- Ready:** Ensure all Recipient and DCW/Employee information is up to date in the system.
- Set:** Review and resolve any system alerts, exceptions, or incomplete visits.
- Go:** Make sure all visits are in a verified status before you submit claims.

Need Assistance?

Contact the EVV Provider Hotline at 855-805-3505 or [submit a ticket](#).