

# Our Webinar Will Begin Shortly

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# Data Entry Q&A

March 2025

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# Agenda – Data Entry Q&A

- What is Sandata aggregator?
- How do I add the physical therapy people in EVV?
- How can I correct a wrong Medicaid ID for a recipient?
- How do my employees log into SMC?
- How can I correct a wrong program being selected for a Recipient?
- Support Resources
- How do I delete a DCW/Employee?



# What is Sandata aggregator?



# Question: What is Sandata aggregator?



Question: What is Sandata aggregator?

Answer: The Sandata aggregator integrates visit data information from Alt EVV Vendors. Everyone has access to the aggregator; it is a view only application. The aggregator is mainly for Alt EVV providers where they can use to see what visit maintenance exceptions need addressed.

Steps:

- 1. Your organization or agency will provide you with your username and password.
- 2. Opening the portal: In your browser, go to [evv.sandata.com](https://evv.sandata.com).

[Sandata Aggregator Video Library](#)

[Sandata Aggregator Articles](#)



# How can I correct a wrong Medicaid ID for a recipient?



# Question: How can I correct a wrong Medicaid ID?



Question: How can I correct a wrong Medicaid ID for a recipient?

Answer: A new Recipient record will need to be created with the correct Medicaid ID.

Steps:

1. Navigate to Recipient then Recipient Management
2. Select Create Recipient, fill in required fields along with correct Medicaid ID then select Search
3. Last name and First name will automatically populate if this recipient exists in MMIS, select Create Recipient
4. Lastly navigate to Recipient record with the incorrect Medicaid ID to change status from active to discharged (inactive)



**DEMO**



# How can I correct a wrong program being selected for a Recipient?



# Question: How can I correct a wrong program being selected for a Recipient?



Question: How can I correct a wrong program being selected for a Recipient?

Answer: Add new program and discharge the incorrect program.

Steps:

1. Navigate to Recipient record
2. Navigate to program tab
3. Add new program, select program, payer and add recipient payer ID.
4. Select Add program
5. Add services and authorizations associated to that program
6. Change status of wrong program to discharge.



# DEMO



# How do I delete a DCW/Employee?



# Question: How do I delete a DCW/Employee?



Question: How do I delete a DCW/employee?

Answer: Update status to discharged (inactive).Records cannot be deleted, this includes DCW/Employee and Recipient records.

Steps:

1. Navigate to DCW/Employee record
2. Navigate to Identifiers under the Personal tab
3. Select Pencil Icon
4. Change status to Inactive



# DEMO



# How do I add the physical therapy people into EVV?



# Question: How do I add physical therapy people into EVV?



Question: How do I add physical therapy people into EVV?

Answer: Recipient will need the physical therapy service code and authorization added into record.

The DCW/Employee will need to be added into Sandata EVV, there is not a specific role for them that needs to be assigned.

Steps:

1. Navigate to Recipient record select Program tab
2. Select Add Service to add the physical therapy services then select Add Authorization to add authorization
3. Navigate to DCW/Employee to create DCW/Employee record into Sandata EVV
4. Select the role that best applies



# DEMO



# How do my DCW/Employees log into SMC?



# Question: How do my DCW/Employees log into SMC?



Question: How do my DCW/Employees log into SMC?

Answer: They will need the first-time login email, this will contain their username, company ID and temporary password.

If the DCW/Employee does not know the company ID and cannot find the initial email with this information. The provider can provide them with the STX number. This can be found in Sandata EVV.

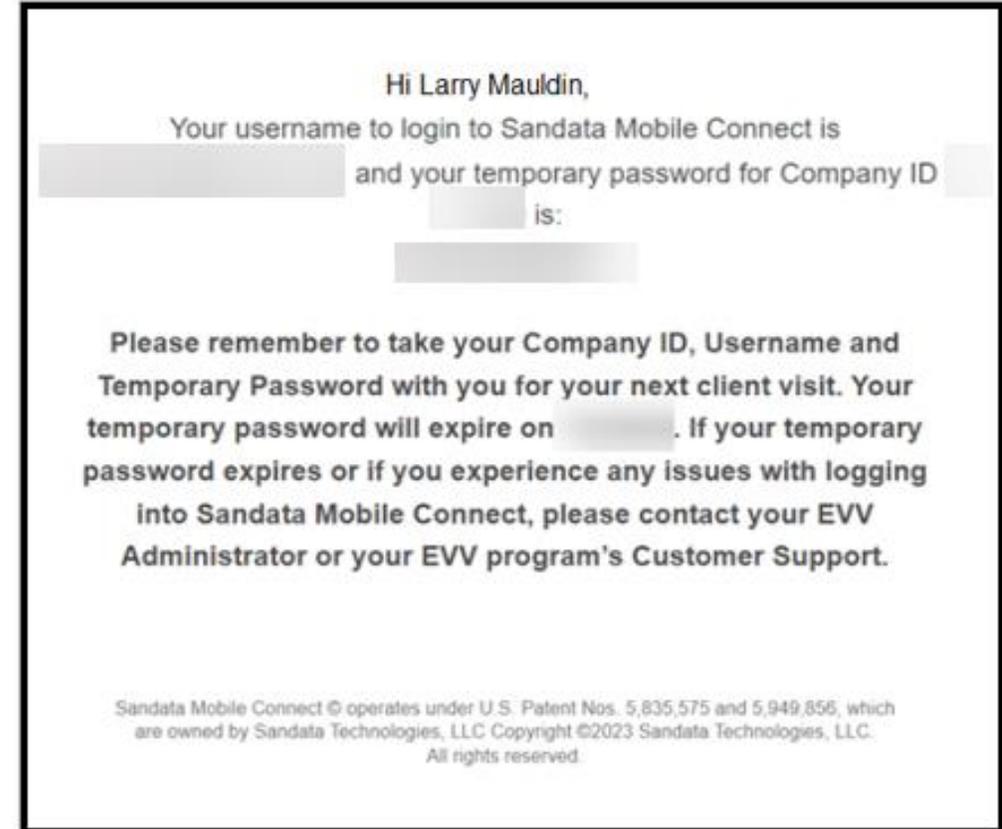
Steps:

1. DCW/Employee search for initial log email, have them check junk mail
2. If unable to locate the email, provide DCW/Employee with company ID
3. Log into Sandata EVV and provide them with STX number, the STX number is the company ID

# Email Confirmation to DCW/Employee



- Once set up, the DCW/employee will receive an email that includes:
  - Username
  - Temporary password
  - Company ID





# DEMO



# Additional Resources

# Provider Resources – Sandata On Demand



## Ohio User Guides:

- [Ohio User Guides](#)
- [Recipient User Guide](#)
- [DCW/Employee User Guide](#)
- [Ohio Claims Validation: Handling Claims Denials- Sandata Technologies](#)

## Ohio Training Recordings:

- [Get Ready for Claims Matching](#)
- [Ohio Phase One Provider Training Webinar: Mastering Data Entry](#)



## EVV Support



### Need Assistance?

- Contact the EVV Provider Hotline at 855-805-3505 [Submit a Zendesk Ticket](#)
- Attend Daily Office Hours – [Register for ODM EVV Office Hours!](#)
- [EVV Contact Information](#)

### Alt EVV Providers – need help?

For additional support, please contact the Technical Support Alternate EVV team at either options below:

- Phone: 1-844-289-4246
- Email: [OHAltEVV@Sandata.com](mailto:OHAltEVV@Sandata.com)

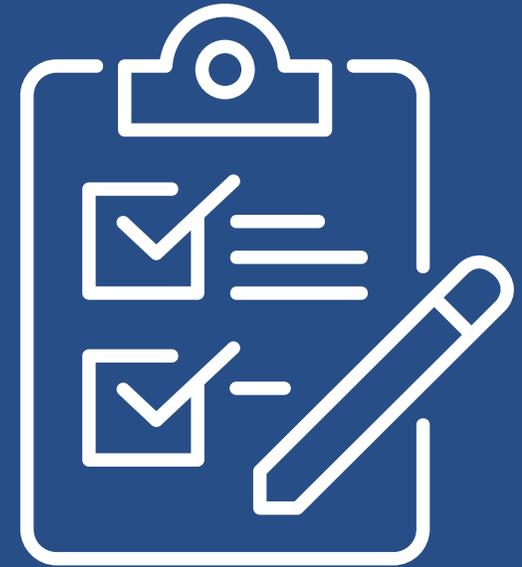
### Ohio Department of Medicaid

- [Ohio Department of Medicaid Website](#)
- [Electronic Visit Verification](#)



# Questions? Use Q&A Panel

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