

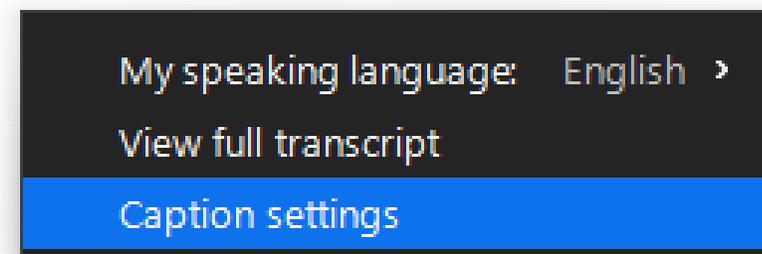
# Our Webinar Will Begin Shortly

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# Visit Maintenance

March 2025

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# Visit Review and Maintenance



This training will assist providers with an overview of the Visit Maintenance module and how to resolve the top visit exceptions in Sandata EVV.

## *Who should take this training?*

Anyone who will be managing visit data in the Sandata EVV Portal.

Alt EVV providers will perform Visit Maintenance in their Alt EVV system.

This information is sent to Sandata EVV. Please log in to the Sandata Aggregator to confirm that visits are in a verified status prior to submitting claims. For additional support on resolve visit maintenance exceptions, please contact your Alt EVV vendor.

# Objectives of Today's Training

## You will be able to:

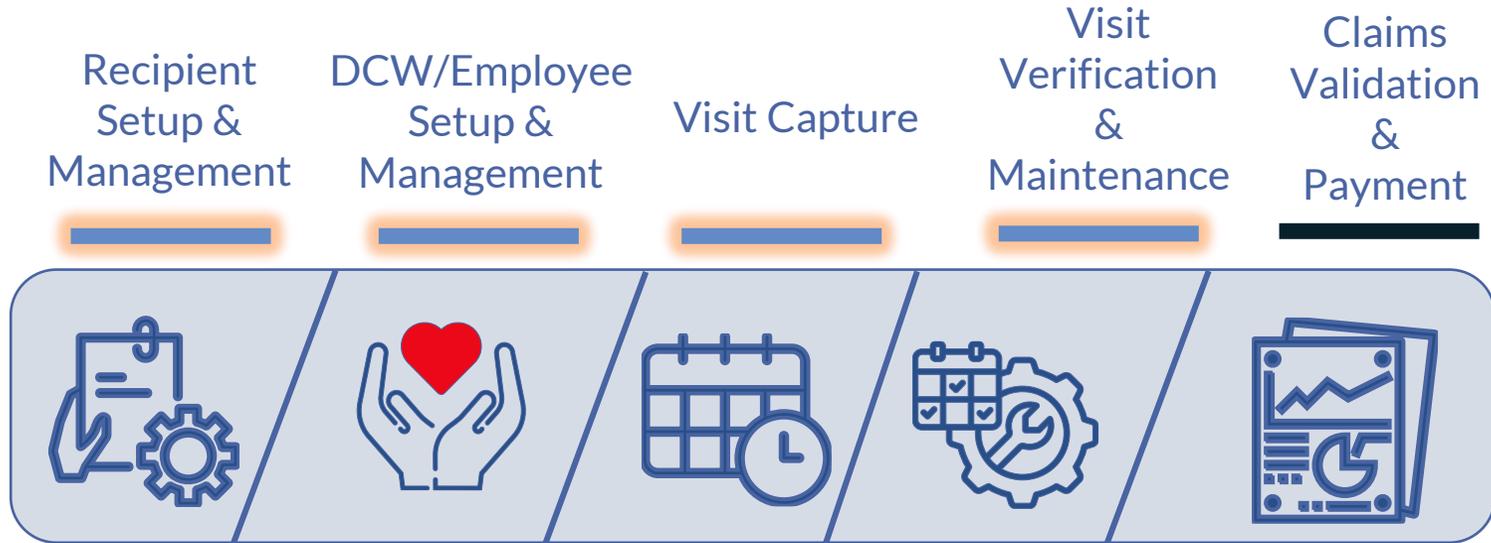
- Locate visit data.
- Identify and resolve visit exceptions.
- Manually create visits.





# Agenda

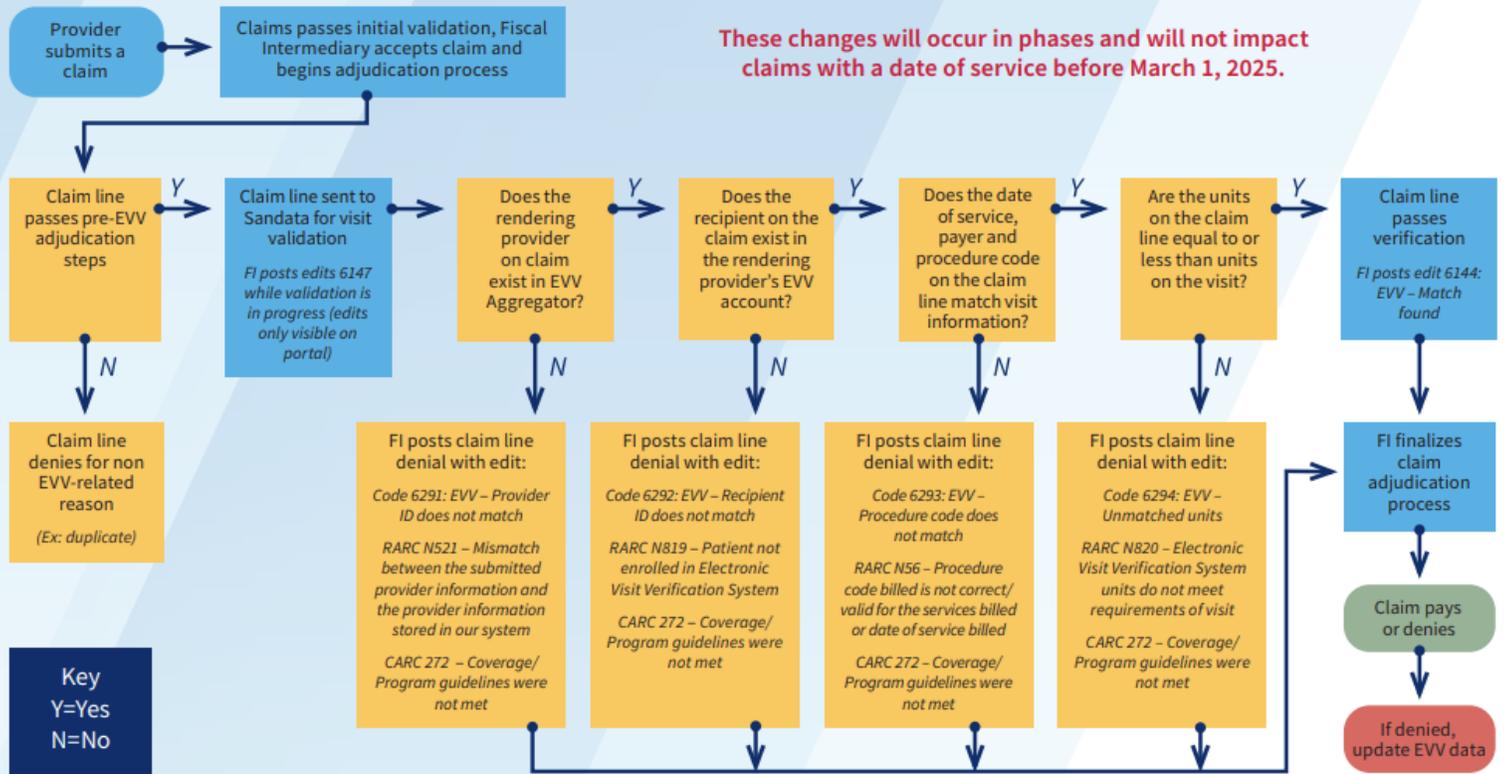
- Visit Maintenance Overview
- How to Create a Manual Visit
- How to Resolve Missing Medicaid ID
- Key Takeaways
- How to Resolve Unknown Client Exception
- Support Resources
- How to Resolve Missing Call In/Out Exception
- Questions
- How to Resolve Unauthorized Service Exception



# Electronic Visit Verification Claims Validation Process



## ELECTRONIC VISIT VERIFICATION CLAIMS VALIDATION PROCESS



Phase 1 includes providers which are Home Health FFS claims billed to ODM.

This includes the service codes:

- G0156 - Home health aide
- G0151 - Home health physical therapies
- G0152 - Home health occupational therapies
- G0153 - Home health speech language pathology therapies
- G0299 - Home health nursing registered nurse (RN)
- G0300 - Home health nursing licensed practical nurse (LPN)

# Visit Maintenance Overview

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# What Happens during the Visit Capture?



DCW/Employee/Independent Provider captures the visit using Sandata Mobile Connect (SMC) app, Telephonic Visit Verification (TVV), or provider manually creates visit.





## What is an Exception?



An exception occurs when one of the required EVV elements is missing or incorrect, such as the Recipient ID, DCW/Employee ID, Service, Location, Date or Start and End time of service.

# Exception Legend in Visit Maintenance



CREATE VISIT CREATE CALL

Show Legend

RECIPIENT NAME	DCW/EMPLOYEE NAME	SERVICE	VISIT DATE
Rambo, John	Andrea, Test	SPHH Nsg - LPN (G0300)	02/19/2025
Rambo, John	Andrea, Test	SPHH Nsg - RN (G0299)	02/18/2025
Training, Recipient	PAX, ORION	Passport - PCA (T1019)	02/14/2025
(213)205-0998	Employee, Translator		02/13/2025
Carrero, Celine	Employee, Translator		02/10/2025
Training, Recipient	PAX, ORION	Passport - PCA (T1019)	02/09/2025
		Passport -	

### Legend

Highlight colors

- Exception
- Multiple Recipient with the same phone
- Visit Created Manually
- Task(s) Exist for Visit
- FW Device Indicator

Icons/Acronyms

- GPS R - GPS Distance Within Range
- GPS E - GPS Distance Exception
- GPS U - GPS Distance Unknown
- MC - Manual Call
- VRC - Recipient Voice Recording
- MRC - Missing Reason Code

CLOSE

**Note:** This is mock data that is used only for training purposes.

# Steps to Locate Visit Maintenance



1. Navigate to the Visit Maintenance module
2. You will see exceptions from the current day.

**Note:** Use the filter button to change date range.

The screenshot shows the 'Visit Maintenance / Manage Visits' interface. It includes a sidebar with navigation options like 'Dashboard', 'Recipients', 'DCW/Employees', 'Scheduling', 'Visit Maintenance', 'Reports', 'XREF', 'Security', and 'Messaging'. The main area contains a table of visit records with columns: RECIPIENT NAME, DCW/EMPLOYEE NAME, PAYER, SERVICE, VISIT DATE, SCHEDULED TIME IN, SCHEDULED TIME OUT, SCHEDULED HOURS, CALL IN, CALL OUT, CALL HOURS, ADJUSTED IN, ADJUSTED OUT, ADJUSTED HOURS, PAY HOURS, VISIT STATUS, and DO NOT BILL. There are also buttons for 'CREATE VISIT', 'CREATE CALL', 'FILTERS', 'SHOW DISPLAY OPTIONS', 'EXPORT DATA', 'APPROVE ALL', and 'DISAPPROVE ALL'.

RECIPIENT NAME	DCW/EMPLOYEE NAME	PAYER	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	PAY HOURS	VISIT STATUS	DO NOT BILL
JENKINS, ANGELA	TESTER, MARIA	Aetna	MyCare - PCA (T1019)	12/01/2024				12:00 PM	04:02 PM	04:02	12:00 PM	04:02 PM		04:02	Incomplete	<input type="checkbox"/>
Sanchez, Test	Test, Pedro	ODA	Passport - Enhanced Community Living (ECL)	12/01/2024				01:00 AM	02:00 AM	01:00	01:00 AM	02:00 AM		01:00	Incomplete	<input type="checkbox"/>
Test, Marco	Test, Pedro	ODM	OHCW HCA (S5125)	12/01/2024				01:00 AM	02:00 AM	01:00	01:00 AM	02:00 AM		01:00	Incomplete	<input type="checkbox"/>
Miller, Travis	Webster, Lisa	ODM	SPHH Aide (G0156)	12/02/2024	02:00 PM	03:00 PM	01:00	02:00 PM	03:00 PM	01:00	02:00 PM	03:00 PM		01:00	Verified	<input type="checkbox"/>
Bishop, Justin	TestAuto, Test	UHC	MyCare - HCA (S5125)	12/03/2024				12:00 AM	06:00 AM	06:00	12:00 AM	06:00 AM		06:00	Processed	<input type="checkbox"/>

## Select Reason Code for an Exception



Select the **Reason Code** for the exception and add an optional **Reason Note** to explain the reason for the exception.

\* indicates required field

**Reason Code \***

Select Reason Code ▲

Select Reason Code

99 Documentation on file supports manual change

**Reason Note**

DCW forgot to clock in - verified time with rec...

**SAVE**

**Note:** This is mock data that is used only for training purposes.



# Visit Maintenance Overview Demo

Navigate Modules

Dashboard

Recipients

DCW/Employees

Scheduling

Visit Maintenance

Reports

XREF

Security

Messaging

Visit Counts By Exceptions Visit Counts By Status

Date Range Today

Visit Exceptions

Unknown Recipients	0
Unknown DCW/Employees	0
Visits Without Any Calls	0
Visits Without In-Calls	0
Visits Without Out-Calls	0
Late In-Call	0
No Show Exception	0
Missing Service	0

Visit Exception Count Per Day



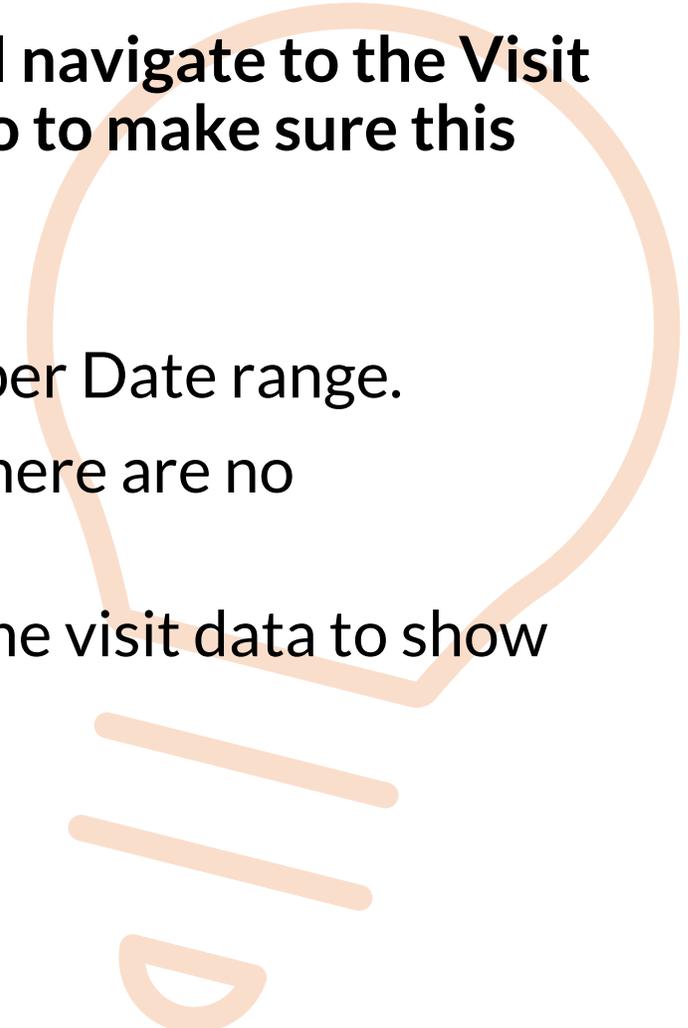


## Knowledge Check – Visit Maintenance Overview



I'm trying to locate my visits from last week, but when I navigate to the Visit Maintenance screen, no data appears. What should I do to make sure this information is visible?

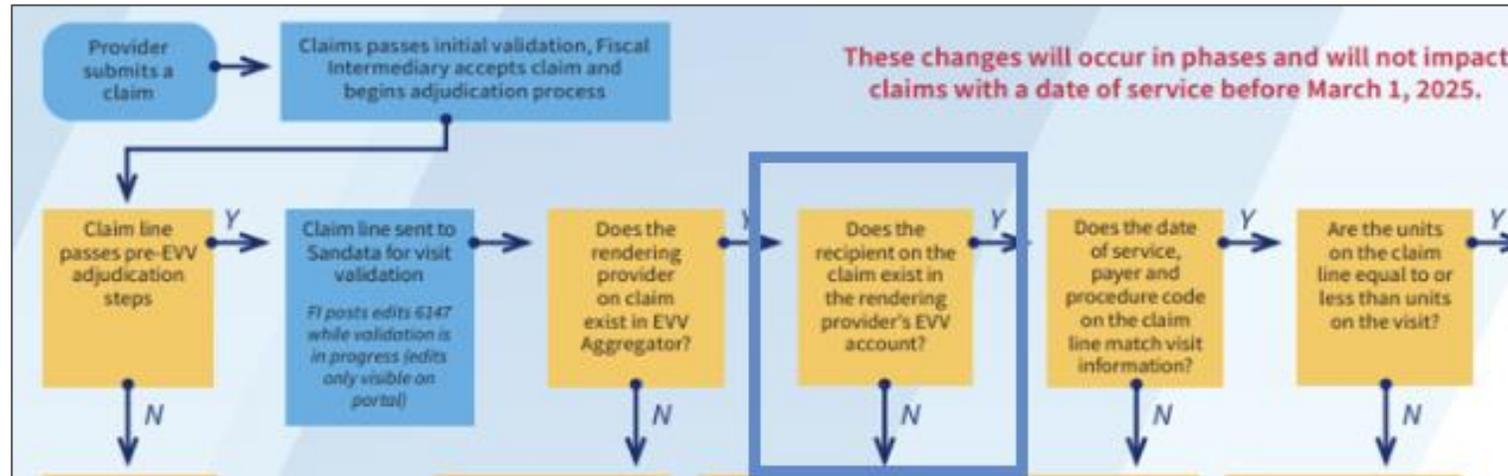
- A. Ensure Filters have been updated to reflect the proper Date range.
- B. Only exceptions appear on this screen; this means there are no exceptions.
- C. Recipient status needs to be in an active status for the visit data to show up.
- D. Select **Export Data** for the information to appear.



# How to Resolve for Missing Medicaid ID

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# Why is the Medicaid ID important?



The **Recipient ID** is automatically generated when you created a Recipient in Sandata EVV. The **Medicaid ID** is a required field on the Recipient record and is needed upon Recipient creation.

- In some instances (such as with a newborn) there may not be a Medicaid ID available when creating the Recipient.
- Visits missing the Medicaid ID prevents the visit from being verified.
- **Note:** There is no visible exception – use Filters to locate missing Medicaid ID when performing visit maintenance.



# How can I locate visits where the Medicaid ID is missing?

1. Navigate to **Visit Maintenance** > select the **Filter** icon.
2. Select **Exception Types** in **Visits by Field**.
3. Select **Missing Medicaid ID** in **Exception Types** field.
4. Select **Apply Filters** to review results.

The screenshot shows the Sandata Home Care Visit Maintenance interface. The main area displays a table of visits with columns for Recipient Name, DCW/Employee Name, Payer, Service, Visit Date, Scheduled Time In, Scheduled Time Out, Scheduled Hours, Call In, Call Out, Call Hours, and Adj. In. A single visit is listed for recipient ART, ARTE, employee judd, kristen, payer Buckeye, service RN Assessment (T1001), on 02/26/2025 from 01:00 PM to 03:00 PM, with 02:00 hours scheduled. The table also shows a total of 00:00 hours. A filters sidebar is open on the right, showing various filter options. The 'Filter Visits By' dropdown is set to 'Exception Types', and the 'Exception Types' dropdown is set to 'Missing Medicaid ID x'. The 'Recipient Medicaid ID' field is empty.

RECIPIENT NAME	DCW/EMPLOYEE NAME	PAYER	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS	ADJ. IN
ART, ARTE	judd, kristen	Buckeye	RN Assessment (T1001)	02/26/2025	01:00 PM	03:00 PM	02:00	●	●		
										Total:	00:00



## Update Recipient Medicaid ID

1. Navigate to **Recipients > Recipient Management**.
2. **Filter** to the name of the Recipient that needs to be updated; select their **Status** to open the Recipient record.
3. Navigate to the **Program** tab > select **Edit** icon on **Payer Details**.
4. Enter recipient **Medicaid ID** and click **Save**.

### [Creating a New Recipient](#)

**Payer Details**

\* Required

**General**

Payer Name\*  
ODM

Rank  
1

**Numbers, Etc.**

Recipient Payer ID  
1234567

Group No.  
Enter Group No.

Start Date  
Enter Start Date

End Date  
Enter End Date

**Authorization**

Service:	Authorization no:	Format:	Max:	Start:	End:
S5125- Home Care Attendant Svcs	AMP20241209T193615613	Hours	0.00	12/09/2024	03/14/2025

+ ADD AUTHORIZATION

CANCEL SAVE AND ADD ANOTHER SAVE

# How to Resolve for Unknown Recipient Exception

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# Unknown Recipient Exception



**Cause:** Visit occurred where the Recipient ID was not entered in the call.

**Example:** DCW did not know Recipient's ID number and recorded the Recipient name in the Memo section.

**Resolution:** Search for a Recipient and add them to the visit.

## [Creating A New Recipient](#)

RECIPIENT NAME	DCW/EMPLOYEE NAME	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	VISIT STATUS	DO NOT BILL	UNITS	ACTIONS
(213)205-0998	Employee, Translator	●	02/13/2025				07:37 PM	●		07:37 PM			Incomplete	<input type="checkbox"/>		

Unknown Recipients

**Note:** This is mock data that is used only for training purposes.



## Steps to Resolve Unknown Recipient Exception



1. Navigate to **Visit Maintenance** and locate the visit.
2. Select the red dot under the **Recipient Name** column.
3. Navigate to the **Memo** tab and verify recipient name is listed.  
**Note:** Contact DCW/Employee to confirm recipient name if this record is not available.
4. In **Find Recipient** section, use filters to enter Recipient name and select **Apply Filters**.
5. Locate and select the Recipient.
6. Select **Reason Code**, enter reason note (optional), and select **Save**.



# How to Resolve Unknown Recipient Exception Demo

AWL, AWLEY	TESTER, MARIA		MyCare - LPN (T1003)	05/10/2024				01:39 PM	01:47 PM	00:08	01:39 PM	01:47 PM		00:08	Incomp
BILL, BILLY	000452091			05/10/2024				01:25 PM	01:38 PM	00:13	01:25 PM	01:38 PM		00:13	Incomp
Andrews, Scott	TESTER, MARIA	ODA	Passport - LPN (T1003)	05/10/2024				12:00 PM	01:36 PM	01:36	12:00 PM	01:36 PM		01:36	Incomp
	TESTER, MARIA		RN Assessment (T1001)	05/09/2024				11:11 PM	11:12 PM	00:01	11:11 PM	11:12 PM		00:01	Incomp
HOPPER, HOP	SHADE, SHADY		RN Consultation (T1001)	05/08/2024				10:22 AM	10:33 AM	00:11	10:22 AM	10:33 AM		00:11	Incomp
Adams, Abby	TESTER, MARIA	ODA	Passport - LPN (T1003)	05/08/2024					09:03 AM			09:03 AM		[ --- ]	Incomp
Test, Nomed	Adams, John			05/06/2024				09:28 AM			09:28 AM			[ --- ]	Incomp
Test, Nomed	BRAWN, BRAWNY	ODA	Passport - PCA (T1019)	05/06/2024				08:35 AM			08:35 AM			[ --- ]	Incomp
COP, COPPER	BRAWN, BRAWNY	Anthem	SPHH Nsg - LPN (G0300)	05/03/2024				11:05 AM			11:05 AM			[ --- ]	Incomp
Miller, Travis	Winniford, Bo	UHC	PDN (T1000)	05/03/2024	11:00 AM	05:00 PM	06:00							[ --- ]	Incomp
COP, COPPER	BRAWN, BRAWNY	Anthem	RN Assessment (T1001)	05/02/2024				10:54 AM	11:05 AM	00:11	11:00 PM	11:05 AM	12:05	12:05	Verified
BEAT, BEATY	Adams, John	DODD	HPC	05/02/2024				10:30 PM	09:00 AM	10:30	10:30 PM	09:00 AM		10:30	Process

# How to Resolve Missing Call In/Outs

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# Visit Missing In/Out Calls



**Cause:** A visit that is recorded without an in and/or out call.

**Example:** A DCW clocks in for visit but does not clock out (or vice versa).

**Resolution:** Confirm time with Recipient and/or DCW and manually enter time of completion (either call in or out).

CLIENT NAME	EMPLOYEE NAME	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	VISIT STATUS
ROBERTS, LAYLA	Adams, Mary	Services of HH Aide in Home Health Setting	09/11/2024			06:19 PM			06:19 PM			In Process

Visits Without Out-Calls

## Steps to Resolve Missing In/Outs



1. Navigate to Visit Maintenance and locate the visit.
2. Select the red dot under the Call In or Call Out column.
3. In the **Add Manual Call** section, enter the **Call Date**, **Call Time**, **Service**, and **Location** of the visit.
4. Select **Reason Code**, enter reason note (optional), and select **Save**.



# How to Resolve Missing Call In/Out Demo

Navigate Modules

Dashboard

Recipients

DCW/Employees

Scheduling

Visit Maintenance

Reports

XREF

Security

Messaging

CREATE VISIT CREATE CALL

FILTERS SHOW DISPLAY OPTIONS EXPORT DATA

APPROVE ALL DISAPPROVE ALL

Show Legend

RECIPIENT NAME	DCW/EMPLOYEE NAME	PAYER	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	PAY HOURS	VISIT STATUS	DO NOT BILL
AB, ABBY	Jones, Cares			01/30/2025				11:37 AM			11:37 AM			[...]	Incomplete	<input type="checkbox"/>
(772)237-9616	Jones, Cares			01/30/2025					11:36 AM			11:36 AM		[...]	Incomplete	<input type="checkbox"/>
AB, ABBY	B, Nancy			01/30/2025				08:00 AM			08:00 AM			[...]	Incomplete	<input type="checkbox"/>
(412)627-6340	judd, kristen			01/29/2025				01:48 PM			01:48 PM			[...]	Incomplete	<input type="checkbox"/>
ART, ARTE	judd, kristen	Buckeye	RN Assessment (T1001)	01/29/2025	01:00 PM	03:00 PM	02:00							[...]	Incomplete	<input type="checkbox"/>
AB, ABBY	Carson, Judy	Aetna	SPHH Nsg - LPN (G0300)	01/29/2025	09:00 AM	11:00 AM	02:00							[...]	Incomplete	<input type="checkbox"/>
Test, Marco	BRAWN, BRAWNY	ODM	OHCW HCA (S5125)	01/28/2025	08:00 AM	10:00 AM	02:00							[...]	Incomplete	<input type="checkbox"/>
ART, ARTE	judd, kristen	Buckeye	RN Assessment (T1001)	01/27/2025	01:00 PM	03:00 PM	02:00							[...]	Incomplete	<input type="checkbox"/>
AB, ABBY	Carson, Judy	Aetna	SPHH Nsg - LPN (G0300)	01/27/2025	09:00 AM	11:00 AM	02:00							[...]	Incomplete	<input type="checkbox"/>

# How to Resolve Unauthorized Service Exception

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# Unauthorized Service Exception



**Cause:** This error could be caused by a variety of issues including:

- Missing or expired EVV authorization
- Missing or incorrect service code
- Missing Payer

**Example:** DCW/Employee selects the incorrect service during an unknown visit.

**Resolution:** Verify the authorization on the Recipient is entered and correct. If authorization is correct, update the service on the call to match.

RECIPIENT NAME	DCW/EMPLOYEE NAME	PAYER	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	PAY HOURS	VISIT STATUS	DO NOT BILL	UNITS
Bull, Elaine	Trainer, OHIOProvider		MyCare - PCA (T1019)	12/16/2024				● 03:27 PM				03:27 PM		[ --- ]	Incomplete	<input type="checkbox"/>	



## Steps to Resolve Unauthorized Service Exception



1. Navigate to **Visit Maintenance** and locate visit.
2. Select the red dot under the **Service** column
3. Review the **Recipient name, Payer, Program, and Service** associated to this visit.
4. Navigate to **Recipient > Recipient Management** and locate the Recipient using Quick Search or Filters.
5. Select **Recipient Name** to view their record; select the **Program** tab.
6. Confirm that the **Payer, Program, Service and Authorizations** entered are correct. If not, make required changes.
7. If the information is correct, return to Visit Maintenance; on the **General** tab of the visit, make necessary corrections to the **Payer, Program, and Service**.
8. Select **Reason Code**, enter reason note (optional), and select **Save**.



# How to Resolve Unauthorized Service Exception Demo

CREATE VISIT CREATE CALL

FILTERS SHOW DISPLAY OPTIONS EXPORT DATA

Show Legend

APPROVE ALL DISAPPROVE ALL

RECIPIENT NAME	DCW/EMPLOYEE NAME	PAYER	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	PAY HOURS	VISIT STATUS	DO NOT BILL
JENKINS, ANGELA	Blum, Aaron	Aetna	MyCare - HCA (S5125)	12/05/2024				12:00 PM	02:00 PM	02:00	12:00 PM	02:00 PM		02:00	Verified	<input type="checkbox"/>
JENKINS, ANGELA	TESTER, MARIA	Aetna	MyCare - HCA (S5125)	12/01/2024				12:00 PM	04:02 PM	04:02	12:00 PM	04:02 PM		04:02	Incomplete	<input type="checkbox"/>
										Total:			06:02			



25 of 2 entries

« < 1 > »

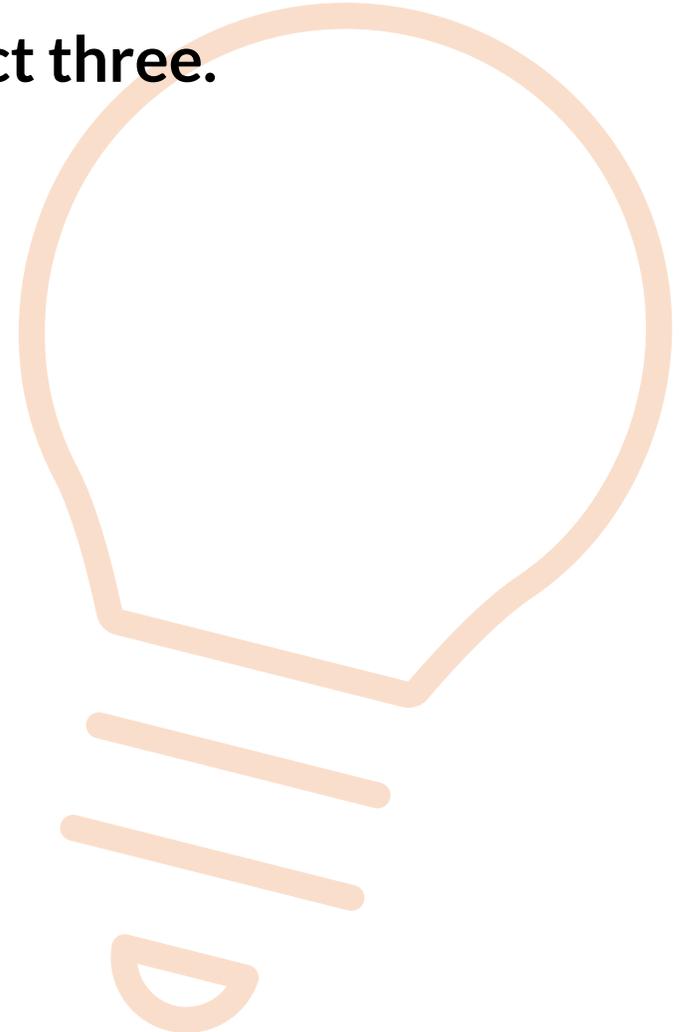


## Knowledge Check – Unauthorized Service Exception



**What can cause Unauthorized Service exception? Select three.**

- A. Authorization is missing.
- B. Incorrect Recipient on visit.
- C. Incorrect Service Code on visit.
- D. Authorization is incorrect.



# Creating a Manual Visit

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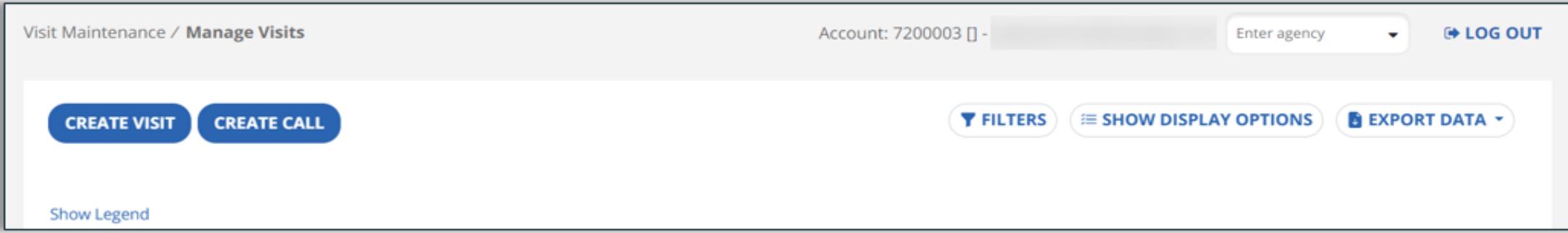
# > What if I Need to Create a Visit?



**Cause:** DCW/Employees should capture all visits, but sometimes circumstances arise, such as the phone's battery has died, or rushing between visits.

**Example:** DCW/Employee does not clock in/out for a visit.

**Create Visit:** Create a manual visit using **Create Visit** button.





# Steps to Creating a Manual Visit



1. Navigate to Visit Maintenance and select **Create Visit**.
2. Use the filters icon to locate the recipient; once recipient is found and selected, select **Next**.
3. Use the filters icon to locate DCW/Employee; once DCW/Employee is found and selected, select **Next**.
4. Enter the visit details, which includes **Call Date, Call In Time, Call Out Time, Location, Service**.
5. Select **Reason Code**, enter **Reason Note** (optional), and select **Save**.



# Creating a Manual Visit Demo

CREATE VISIT CREATE CALL

FILTERS SHOW DISPLAY OPTIONS EXPORT DATA

APPROVE ALL DISAPPROVE ALL

Show Legend

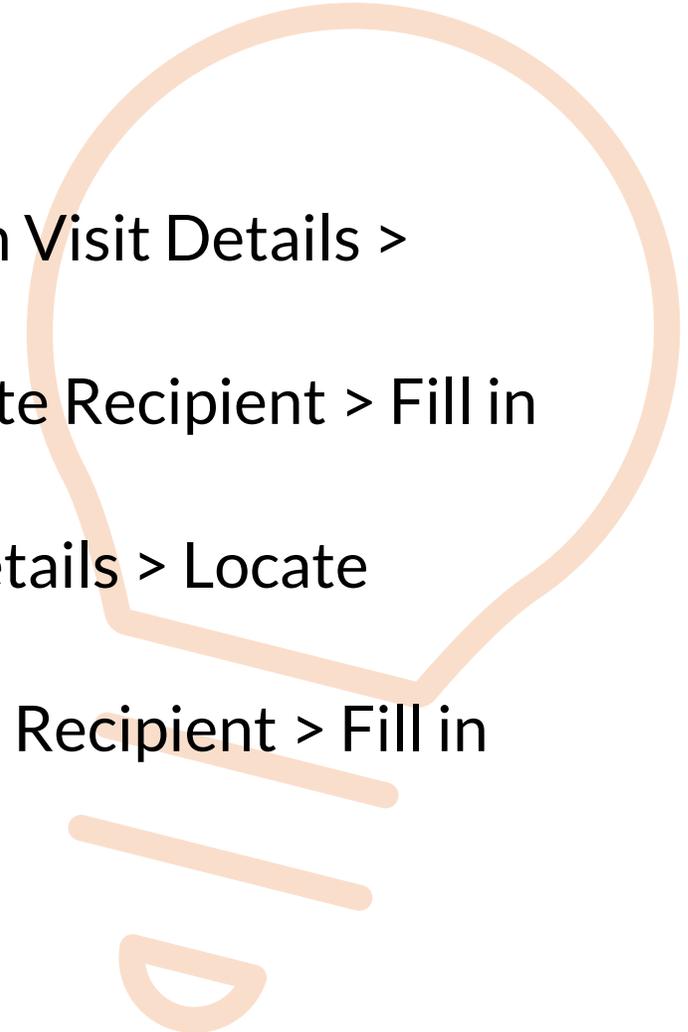
RECIPIENT NAME	DCW/EMPLOYEE NAME	PAYER	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	PAY HOURS	VISIT STATUS	DO NOT BILL
AB, ABBY	Jones, Cares			01/30/2025				11:37 AM			11:37 AM			[...]	Incomplete	<input type="checkbox"/>
(772)237-9616	Jones, Cares			01/30/2025					11:36 AM			11:36 AM		[...]	Incomplete	<input type="checkbox"/>
AB, ABBY	B, Nancy			01/30/2025				08:00 AM			08:00 AM			[...]	Incomplete	<input type="checkbox"/>
(412)627-6340	judd, kristen			01/29/2025				01:48 PM			01:48 PM			[...]	Incomplete	<input type="checkbox"/>
ART, ARTE	judd, kristen	Buckeye	RN Assessment (T1001)	01/29/2025	01:00 PM	03:00 PM	02:00							[...]	Incomplete	<input type="checkbox"/>
AB, ABBY	Carson, Judy	Aetna	SPHH Nsg - LPN (G0300)	01/29/2025	09:00 AM	11:00 AM	02:00							[...]	Incomplete	<input type="checkbox"/>
Test, Marco	BRAWN, BRAWNY	ODM	OHCW HCA (S5125)	01/28/2025	08:00 AM	10:00 AM	02:00							[...]	Incomplete	<input type="checkbox"/>
ART, ARTE	judd, kristen	Buckeye	RN Assessment (T1001)	01/27/2025	01:00 PM	03:00 PM	02:00							[...]	Incomplete	<input type="checkbox"/>
AB, ABBY	Carson, Judy	Aetna	SPHH Nsg - LPN (G0300)	01/27/2025	09:00 AM	11:00 AM	02:00							[...]	Incomplete	<input type="checkbox"/>

## Knowledge Check – Creating a Manual Visit



### What are the steps to creating a manual visit?

- A. Navigate to Visit Maintenance > Create Visit > Fill in Visit Details > Locate Recipient.
- B. Navigate to Visit Maintenance > Create Visit > Locate Recipient > Fill in Visit Details.
- C. Navigate to Recipient > Create Visit > Fill in Visit Details > Locate Recipient.
- D. Navigate to DCW/Employee > Create Visit > Locate Recipient > Fill in Visit Details.





# Key Takeaways

# Key Takeaways



- Ensure that all visits are in a verified status prior to submitting claims.
- Perform Visit Maintenance regularly; resolve exceptions.
- Create missing visits manually prior to submitting claims.
- **Reminder:** Alt EVV providers will perform Visit Maintenance in their Alt EVV system. This information is sent to Sandata EVV. Please log in to the Sandata Aggregator to confirm that visits are in a verified status prior to submitting claims.



# Resources



## Provider Resources



- [Ohio User Guides](#)

Top Visit Maintenance Errors and How to Resolve:

- [Managing Exceptions](#)
- [Updating an Unknown Recipient](#)
- [Adjusting Call Times and Dates](#)
- [Ohio Claims Validation: Handling Claims Denials- Sandata Technologies](#)



# 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](#)



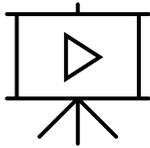
- [Sandata Mobile Connect Documentation](#)
- Documentation on:
  - Downloading and Logging in to mobile app.
  - Starting a visit using the mobile app.
  - [Ohio Service List](#)



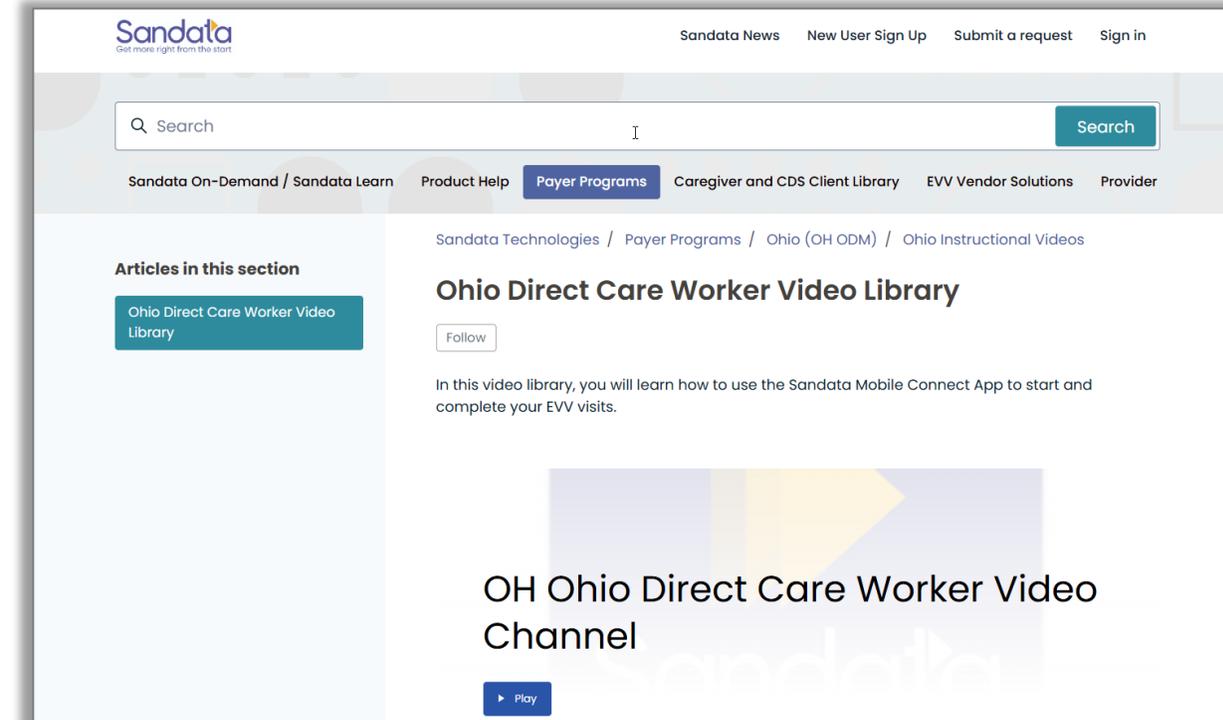
The screenshot shows the Sandata website interface. At the top, there is a navigation bar with links for "Sandata News", "New User Sign Up", "Submit a request", and "Sign in". Below this is a search bar with the text "Search" and a "Search" button. The main navigation menu includes "Sandata On-Demand / Sandata Learn", "Product Help", "Payer Programs" (highlighted in a blue box), "Caregiver and CDS Client Library", "EVP Vendor Solutions", and "Provider". Below the navigation menu, there is a breadcrumb trail: "Sandata Technologies / Payer Programs / Ohio (OH ODM) / Ohio User Guides / Visit Capture / Sandata Mobile Connect (SMC) English". The main heading is "Sandata Mobile Connect (SMC) English". Below the heading is a "Follow" button. The content area lists several topics:

- Sandata Mobile Connect Login
- Starting a Scheduled Sandata Mobile Connect Visit
- Completing a Sandata Mobile Connect Visit
- Starting an Unscheduled Sandata Mobile Connect Visit
- Starting an Unknown Sandata Mobile Connect Visit

# DCW/Employee Video Library



- [Ohio Direct Care Worker Video Library](#)
- Videos on:
  - Starting and completing a visit
  - Resetting and changing a password
  - TVV call in and out





# Questions?

**THANKS FOR  
ATTENDING!**



*Please provide us your feedback  
after exiting the webinar.*