

Our Webinar Will Begin Shortly

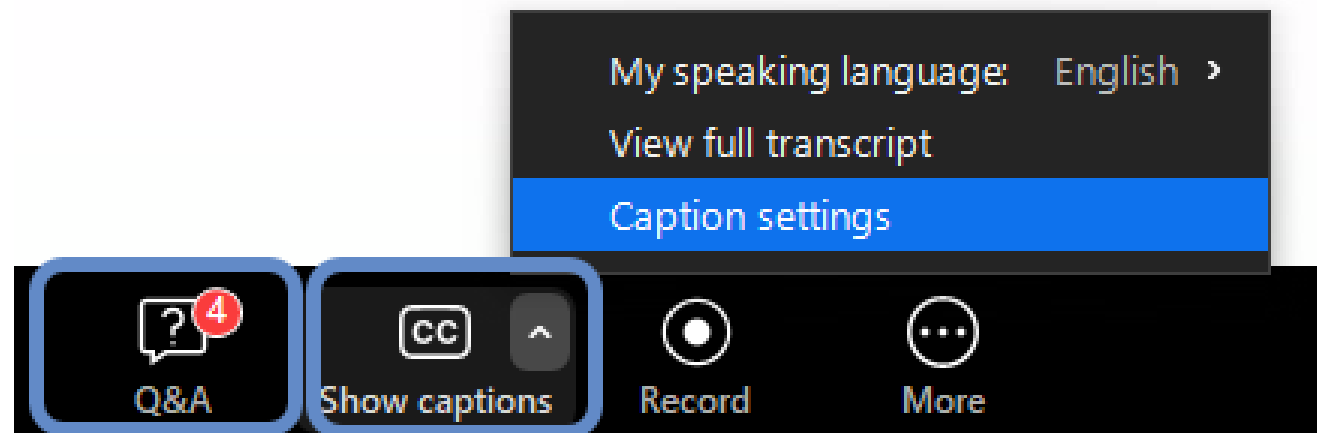
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Accessibility Options

Enabling Closed Caption

- This webinar is being recorded. We will email the recording and slides after the session.
- Your camera and mics are turned off.
- Q&A will be answered throughout the presentation. Please submit your questions in the Q&A box by selecting the Q&A button at the bottom of the screen to pop out this box.
- This webinar is Closed Caption enabled. Please proceed by selecting Show Captions option at the bottom of your screen to enable feature.



The screenshot shows a video player interface with a dark background. At the top right, a menu is open with the following options: "My speaking language: English" (with a dropdown arrow), "View full transcript", and "Caption settings" (which is highlighted in blue). Below this menu, at the bottom of the screen, is a row of four buttons. The first button, labeled "Q&A", has a speech bubble icon with a red circle containing the number "4" and is highlighted with a blue border. The second button, labeled "Show captions", has a "CC" icon and an upward-pointing arrow icon and is also highlighted with a blue border. The third button is labeled "Record" and has a circular icon with a dot in the center. The fourth button is labeled "More" and has a three-dot menu icon.



Agenda – Data Entry Q&A

- Questions
- How to get started and where to access EVV?
- Which ID's and numbers to use when logging in?
- How can I obtain the company ID?
- How to manage visits and recipient information?
- How do my employees log into SMC?
- Support Resources



Q&A



Ohio Department of
Medicaid Website



List of Services Ohio Home Care Waiver Services



- Personal Care Aide - T1019
- Waiver Nursing – Registered Nurse – T1002
- Waiver Nursing – Licensed Practical Nurse – T1003
- Home Care Attendant – Personal Care or Nursing - S5125
- This includes self-directed services.



Ohio Department of Medicaid

Ohio Home Care Waiver Services



Subject to EVV

Home Care Attendant

Personal Care Aide

Waiver Nursing

All self-directed services (through the FMS)



NOT Subject to EVV

Facility-based services

Structured Family Caregiving

Services requiring EVV delivered by
exempted live-in caregivers

For a comprehensive list of services requiring EVV under ODM waivers, please refer to [OAC 5160-32-01](#).



List of Services Billed to (AGE) PASSPORT Waiver Services



- Personal Care Aide: T1019
- Participant- Directed Personal Care Aide : T1019
- Waiver Nursing- Registered Nurse: T1002
- Waiver Nursing- Licensed Practical Nurse: T1003
- Home Care Attendant: S5125
- Choices Home Care Attendant: T2025
- Enhances Community Living: ECL



Ohio Department of Aging (AGE) PASSPORT Waiver Services



Subject to EVV

Choices Home Care Attendant
Enhanced Community Living
Home Care Attendant
Personal Care
Participant-Directed Personal Care
Waiver Nursing



NOT Subject to EVV

Services that do not include personal care, like
Homemaker
Facility-based services
Services, subject to EVV, provided by live-in
Caregivers (with approved exemption)

For a comprehensive list of all services requiring EVV, please refer to [OAC 5160-32-01](#).



How to get started and where to access EVV?



Resources for New Providers



1. Take required EVV training on [Sandata Learn](#) if not done so already. Ohio ODM Learner Access to the Sandata Learn Learning Management Service (LMS): [Logging into LMS steps](#)
2. Upload certificate to PNM (Provider Network Management) Portal. Email with Medicaid ID will be sent to you.
3. All New providers are required to register for an EVV account through the [Provider Self-Registration Portal](#). You will also identify if you're using Sandata EVV or a Alternate EVV solution (3rd Party Alternate EVV Solution).
4. Register for [eTrac](#) , to access and retrieve Welcome Kit.
5. Log into Sandata EVV Portal.
6. Follow remaining steps on the linked [OH Independent Provider Onboarding Checklist](#). Or [OH Agency Provider Onboarding Checklist](#)





Which ID's and numbers to use when logging in?



Question: Which ID's and numbers to use when logging in?



Question: Which ID's and numbers to use when logging in?

Answer: EIN/TIN is needed when you are registering for Sandata EVV for the 1st time. This can be the SSN for Independent Providers. Company ID is for the Sandata Mobile Connect App.

Steps:

1. Let's look at registration page together.
2. DCW/DSP will be prompted for the "Company ID" in the Sandata Mobile Connect App when device is operating in offline mode. Once the DCW/DSP enters a correct username value in the app the "Company ID" should appear as a drop-down list with their EVV account number populated.



How can I obtain the company ID?



Question: How can I obtain the company ID?



Question: How can I obtain the company ID?

Answer: Company ID is for Sandata Mobile Connect App also known as the STX Number/Account number within the Sandata EVV portal. .

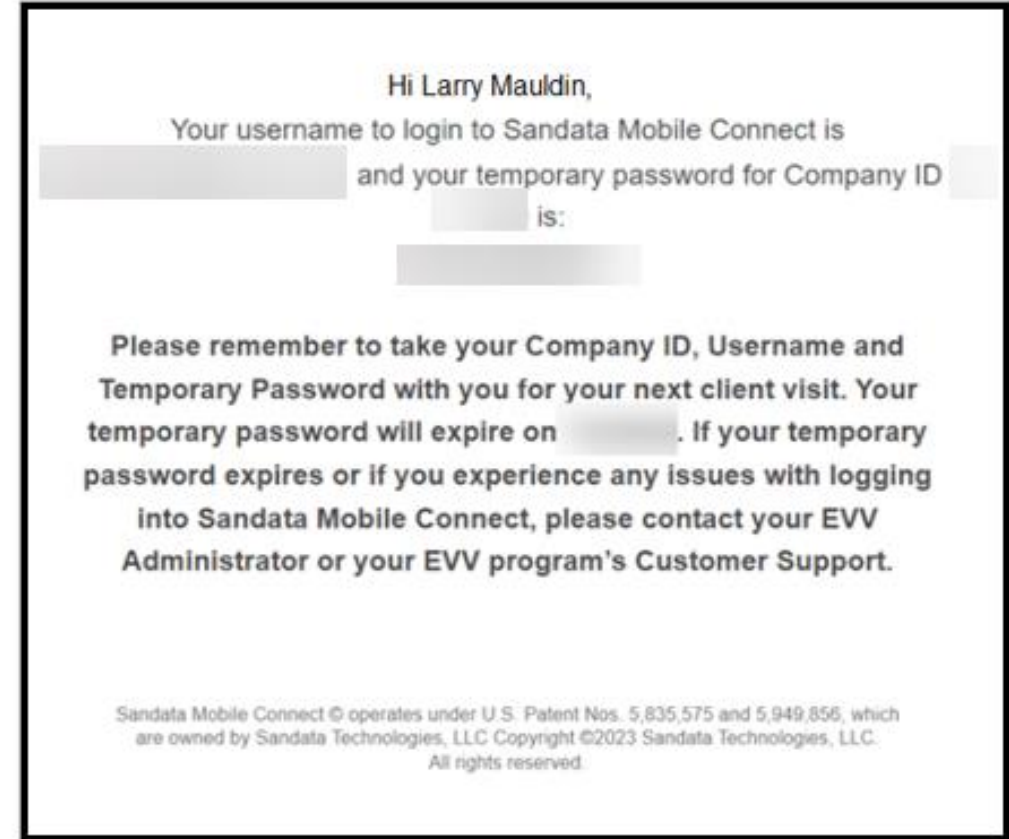
Steps:

1. Navigate to Sandata EVV Portal.
2. Can be found where it states STX number/Account number at the top of the homepage.
3. Can also be found in the email confirmation that was sent when the DCW/DSP was first setup as a Mobile User.

Email Confirmation to DCW/DSP



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





How to manage visits and recipients information?



Question: How to manage visits and recipients information?



Question: How to manage visits and recipients' information?

Answer: Manage visits in Visit Maintenance. Recipient's information can be managed in recipient's record. (**Note:** communicate any updates or edits made to recipients record to your Payer/source system)

Steps:

1. Navigate to Visit Maintenance module to manage visits and exceptions, ensure visits are in a verified status. Register for Visit Maintenance Webinar, QR Code provided at end of today's session.
2. View and manage recipients' information within the recipient record. Ensure you communicate any updates or edits made to record to your Payer and or update in the source system.



How do my DCW/Employees log into SMC?

Question: How do my DCW/DSP's log into SMC?



Question: How do my DCW/DSP's 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/DSP does not know the company ID and cannot find the initial email with this information. The provider can provide them with the STX number/Account number. This can be found in Sandata EVV.

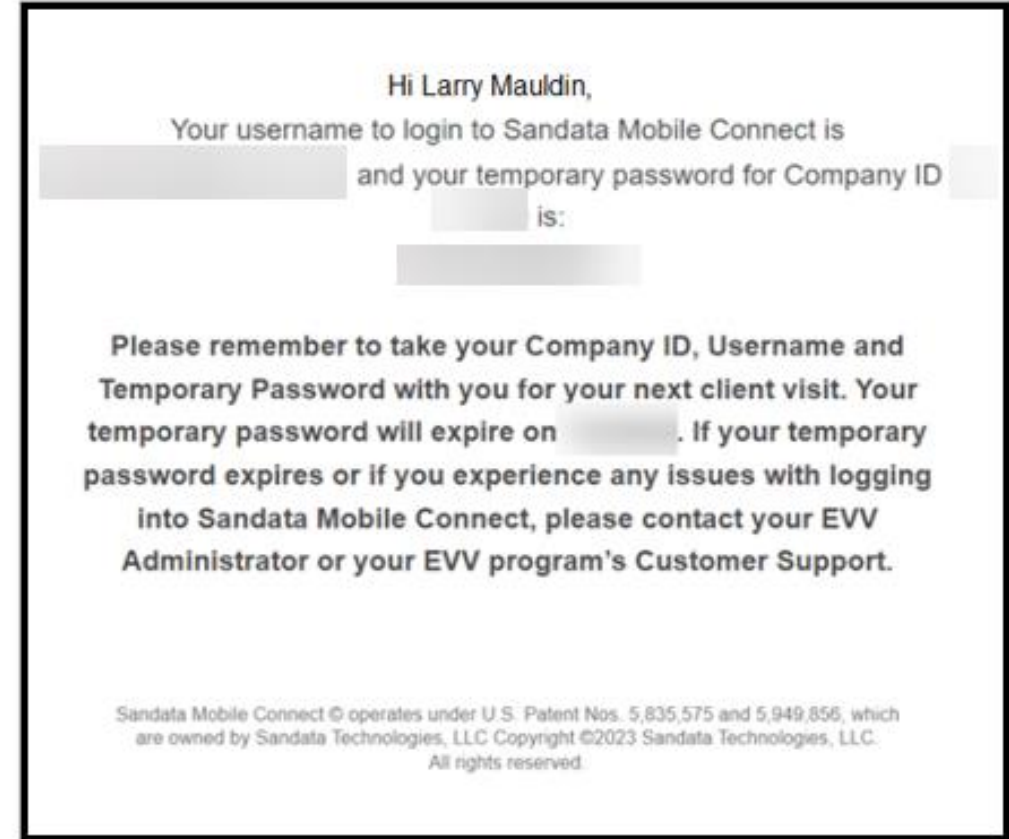
Steps:

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





First Time Log In



Once the DCW/DSP downloads and opens app, they will enter in the information provided in the email to start their visits.

Sandata
Mobile Connect®

roger.brown

.....

2-45567

Remember Me

Sign In

Reset Password

Sandata
Mobile Connect®

s.anderson@eastvalleyhospice.com

.....

East Valley Hospice

423178

Marigold Caregivers

561234

East Valley Hospice

423178

Marigold Caregivers

5619817



Additional Resources

Provider Resources – Sandata On Demand



Ohio User Guides:

- [Ohio User Guides](#)

Ohio Training Recordings:

- [Ohio Training Videos and Recorded Webinars](#)

EVV Support



Need Assistance?

- Contact the EVV Provider Hotline at 855-805-3505 [Submit a Zendesk Ticket](#)
 - **Ensure that you have your STX (account #) when calling hotline or submitting ticket!**
- Attend Daily Office Hours – [Register for ODM EVV Office Hours!](#)

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: OHAAltEVV@Sandata.com
- Include the following in the email:
 - ✓ Provider Medicaid ID
 - ✓ Alt EVV Vendor
 - ✓ Include Examples (Universal Unique Identifier, copy of payloads) - **ensure this is sent securely via Zendesk portal if there is PHI data.**

Ohio Department of Medicaid

- [Electronic Visit Verification](#)
- [Ohio Department of Medicaid](#)
- PASSPORT page – updates coming soon



Questions? Use Q&A Panel



Questions?



Register for upcoming Trainings

**THANK YOU FOR
ATTENDING!**



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