Our Webinar Will Begin Shortly

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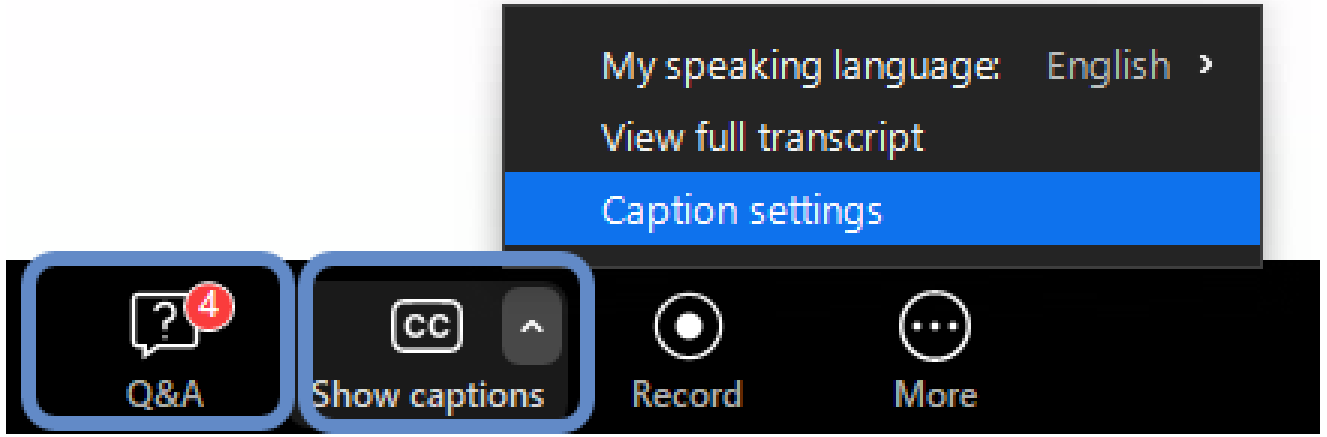

Meet the Trainer!

Alejandra Cordova

- **Role: Sponsored Provider Training Specialist**
- **Tenure at HHAeXchange: 3 years**
- **Areas of Expertise: Sponsored Training**
- **Fun Fact: I'm obsessed with Buc-ee's!**

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Ohio Department of Medicaid

HHAeXchange

Claims Matching

December 2025

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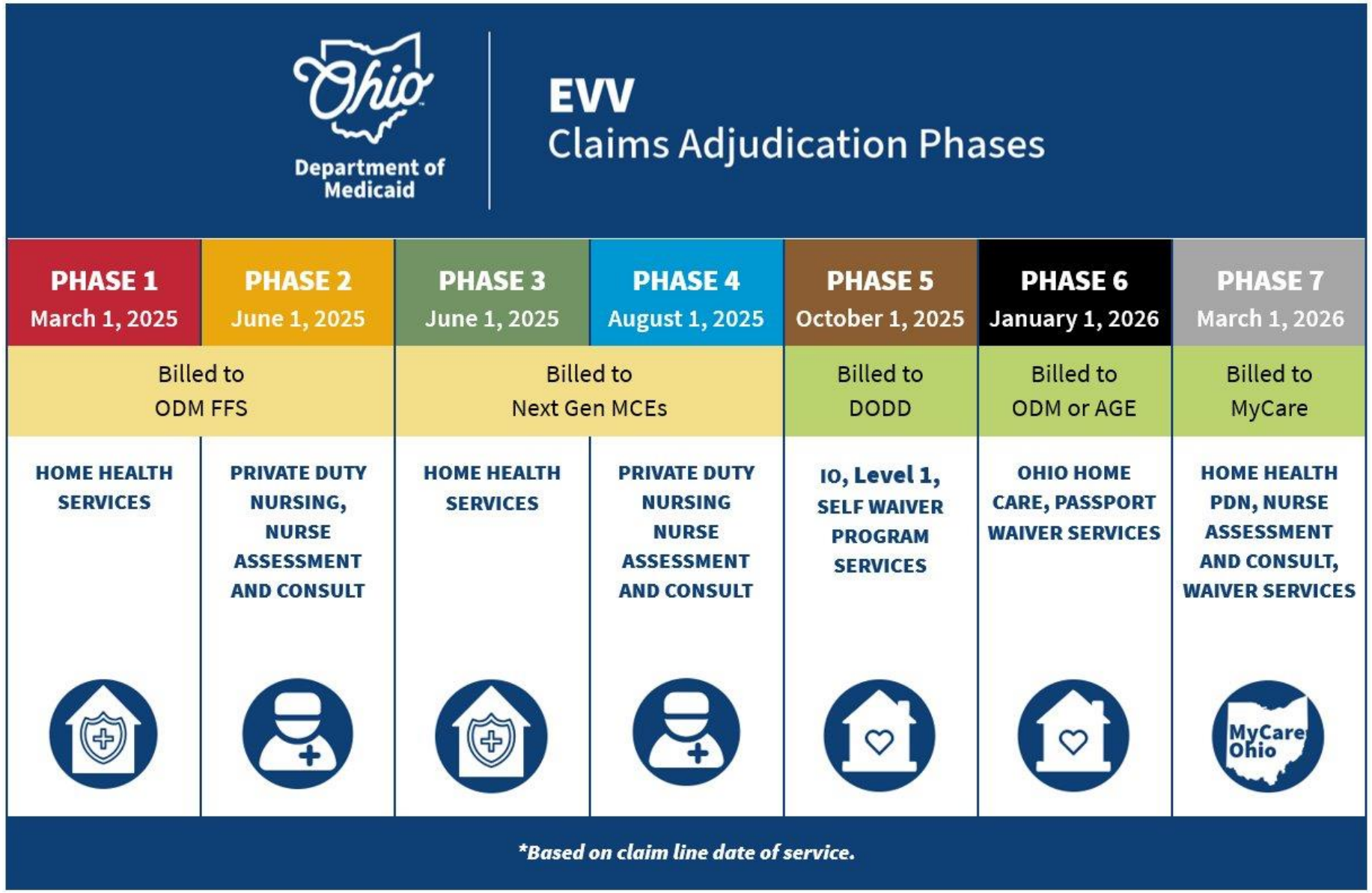
EVV Claims Adjudication Phases



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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.

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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.

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List of Services Billed to (AGE) PASSPORT Waiver Services

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- Home Care Attendant: S5125
- Choices Home Care Attendant: T2025
- Enhances Community Living: ECL

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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.

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Claims Matching

This training will address the EVV claim errors and how to resolve them through Sandata EVV. We will also provide solutions to resolve errors for Alt EVV providers.

Who should take this training?

Agency staff whose role is to ensure visit exceptions are resolved, and visits are verified.

Alt EVV providers may experience the same EVV claim errors and must resolve in their Alt EVV system. For additional support, please contact the Technical Support Alternate EVV team at either of the options below:

- Phone: 1-844-289-4246
- Email: OHAltEVV@Sandata.com

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Sandata Standard System Terminology	Corresponding Terminology		
CONTRACT / PAYER	– FFS – HHS	– MCO – State	– Plan
Recipient	– CDS Employer – Consumer	– Patient – Client	– Participant – Beneficiary – Individual
DCW/Employee	– Aide – Homecare Aid – Homecare Worker	– Worker – Direct Support Professionals (DSP) – Service Provider – Participant-directed provider	– Attendant – Caregiver – Non-Agency (Independent) Provider – Direct care worker
AGENCY / PROVIDER	– FMSA – Vendor	– Program Provider – Non-Agency (Independent) Provider – Participant-directed Providers	AGE-certified provider Agency provider
COORDINATOR	– Care Coordinator – Case Coordinator	– Service Coordinator – Care Types	– Case manager
UNITY NUMBER	– EMPI – Master Patient Number	– Shared Patient Number	
SECONDARY IDENTIFIER	– MPI – Promise Code		

Objectives of Today's Training

You will be able to:

- Summarize the claim validation process.
- Identify the EVV claim errors.
- Resolve visit exceptions.
- Prepare your DCW/DSP's for success using on-demand resources.

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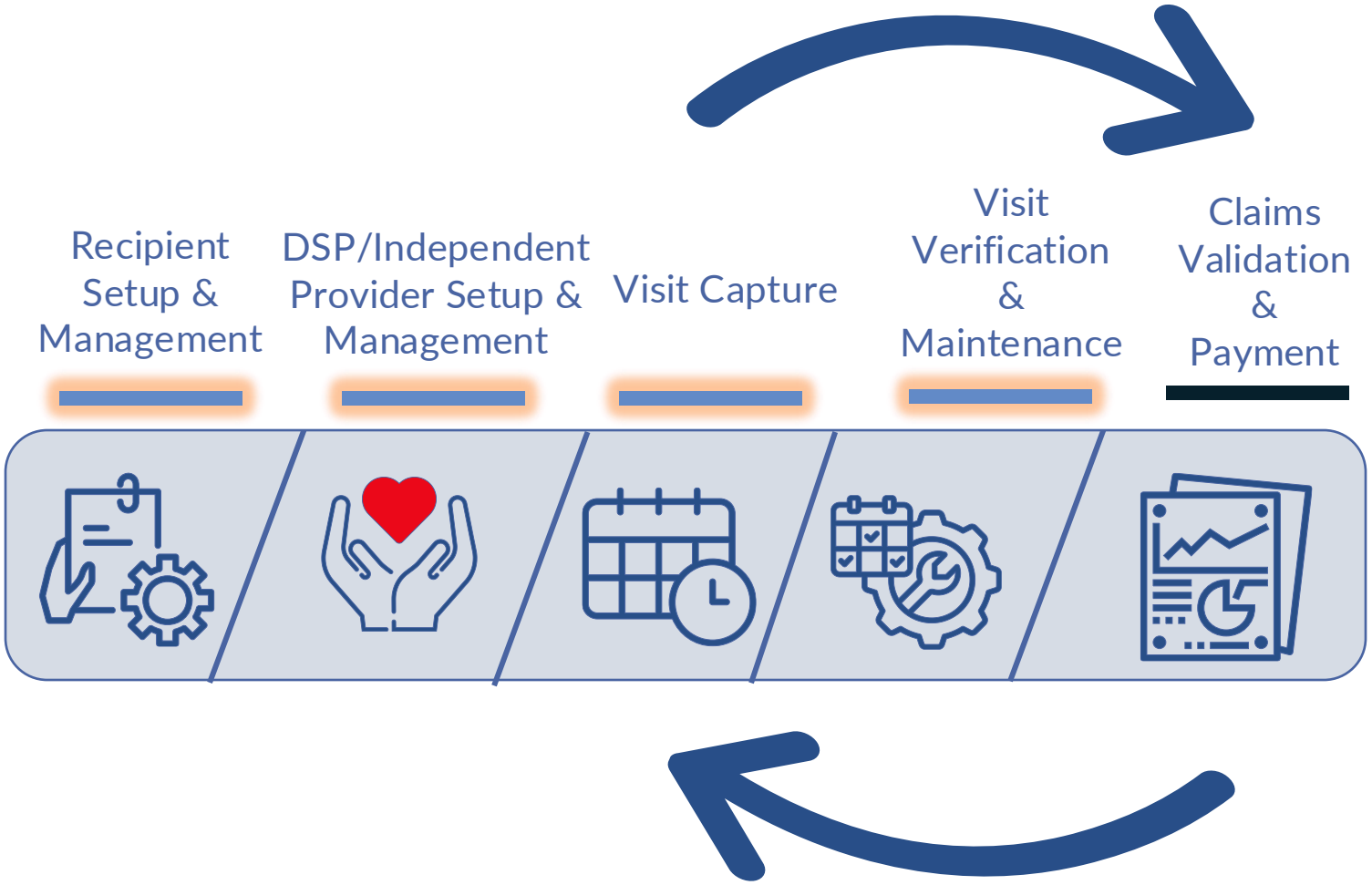
EVV Tracker



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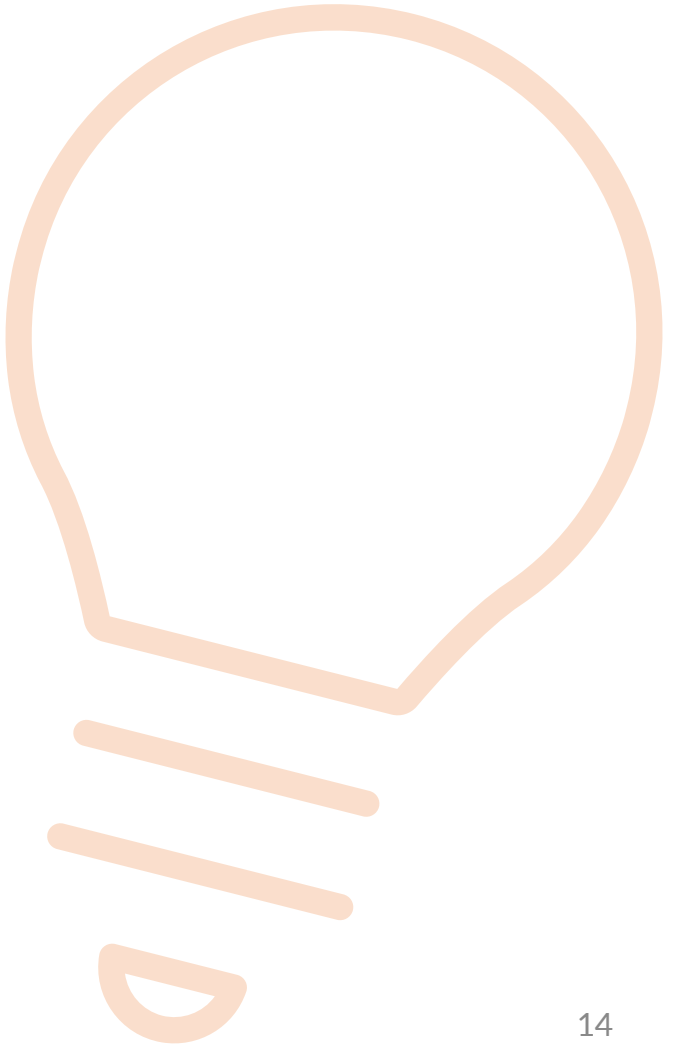
Knowledge Checks

You'll see these throughout the presentation!

What's the name of the presenter of this webinar?

A. George
B. Alejandra
C. Teavy
D. Ashley



Agenda

- Overview of Claims Validation Process
- How to Resolve EVV AGE Claim Errors
- How to Resolve EVV ODM Claim Errors
- Preparing Your DSP/Independent Providers
- Key Takeaways
- Support & Resources
- Q & A

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Claims Validation Process

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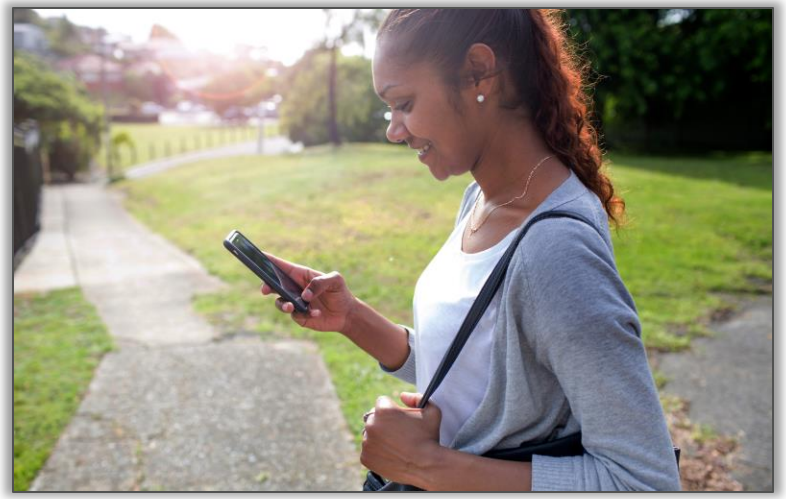
What is Claims Validation?

Definition:

The process of ensuring every claim subject to Electronic Visit Verification (EVV) requirements has a matching EVV visit record.

Who is impacted by claims validation:

Your agency, DCW/DSP, IP, recipient, admin.



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What Happens during the Claims Validation Process?

Step 1: DCW/Independent Provider captures the visit using Sandata Mobile Connect (SMC) app, Telephonic Visit Verification (TVV), or provider manually creates visit.

Recipient
Receiving Service

DSP/Independent Provider
Providing Service

Time
Time service begins and ends

Service
Type of Service Performed

Date
Date of Service

Location
Location of the service delivery

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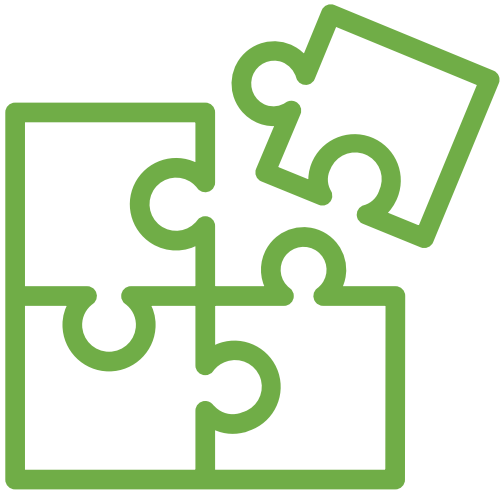
What Happens during the Claims Validation Process?

Step 2: Provider performs visit maintenance and resolves any EVV exceptions to turn visit into a verified status.

Step 3: Payer can now match claims to EVV visits.



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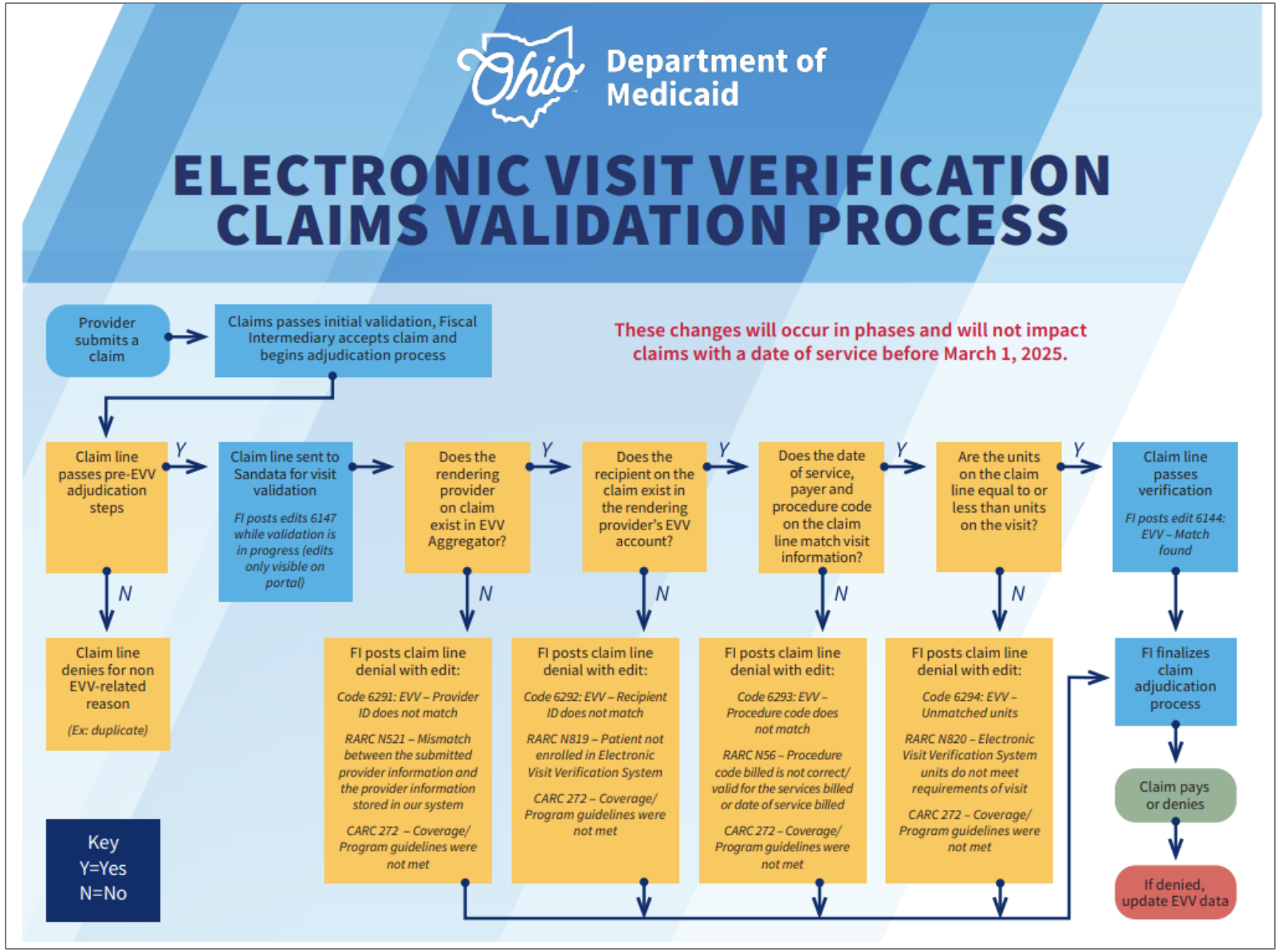
Electronic Visit Verification Claims Validation Process



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Ohio Department of Aging (AGE) PASSPORT Waiver Services

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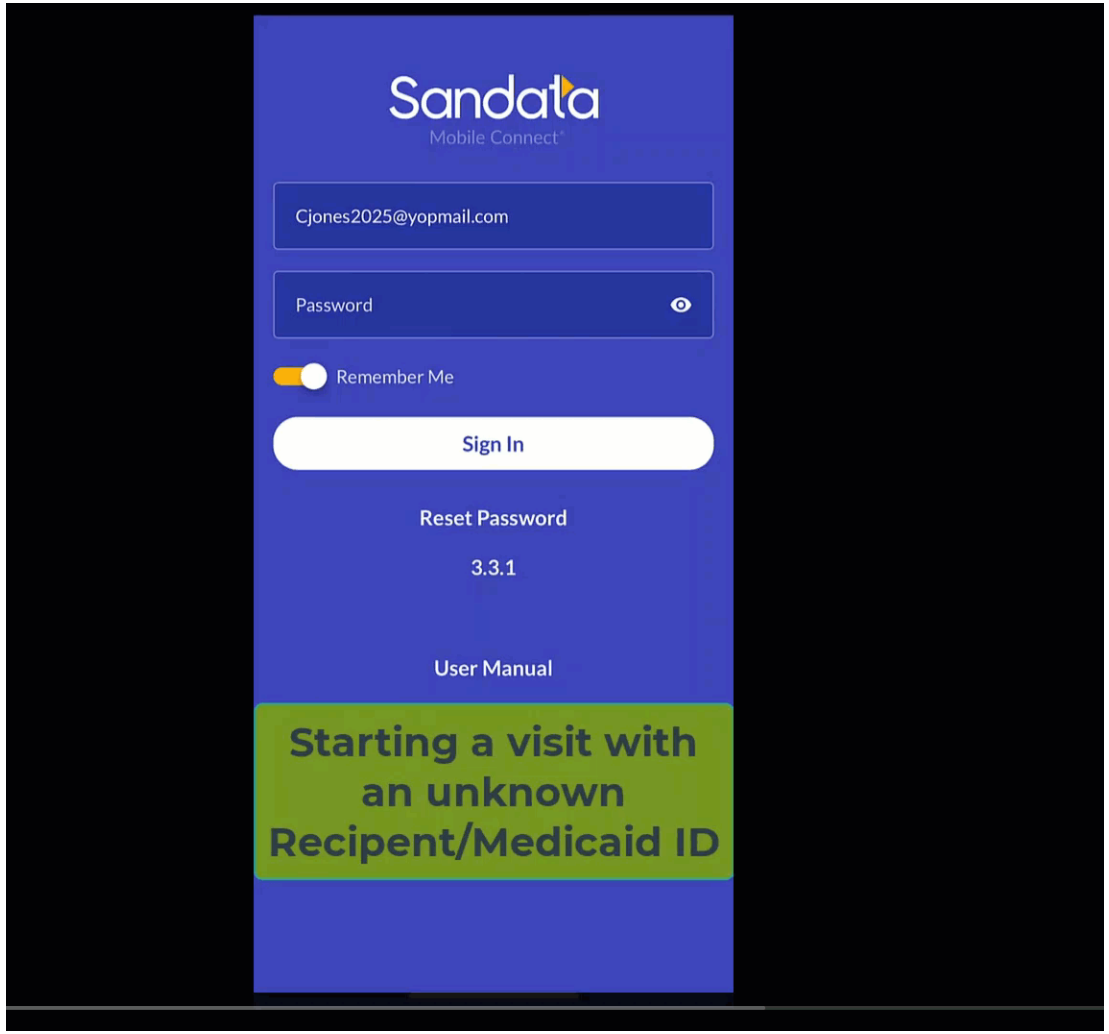

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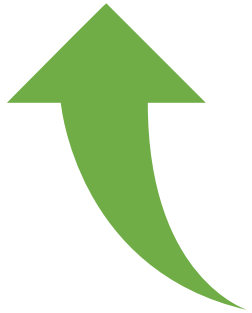
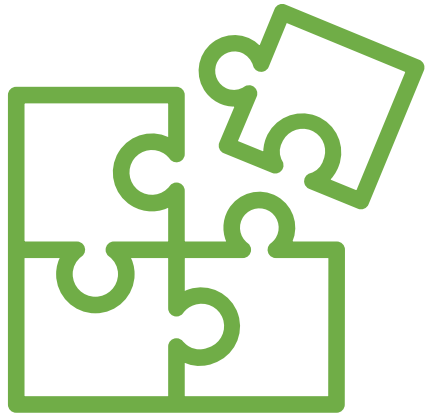
What Happens during the Claims Validation Process?

Step 2: Provider performs visit maintenance and resolves any EVV exceptions to turn visit into a verified status.

Step 3: Provider submits claims.



Step 4: Payer can now match claims to EVV visits.



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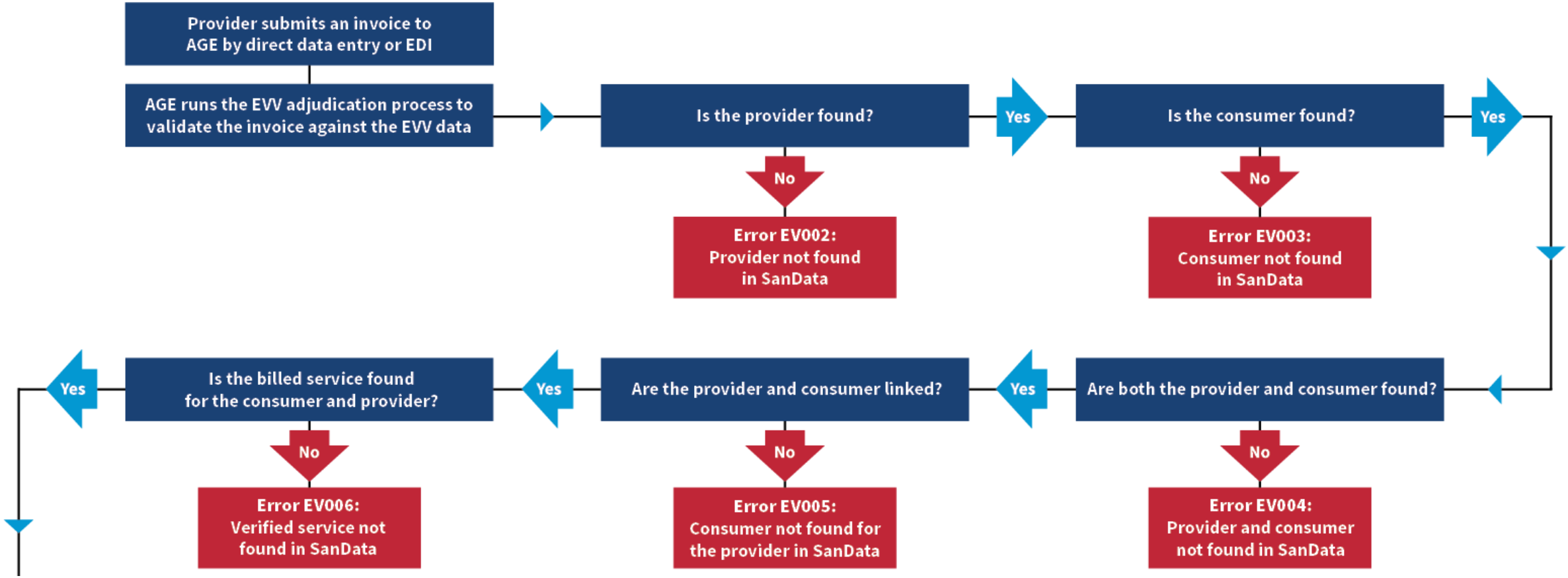
Ohio Department of Aging Electronic Visit Verification Claims Validation Process (1 of 2)



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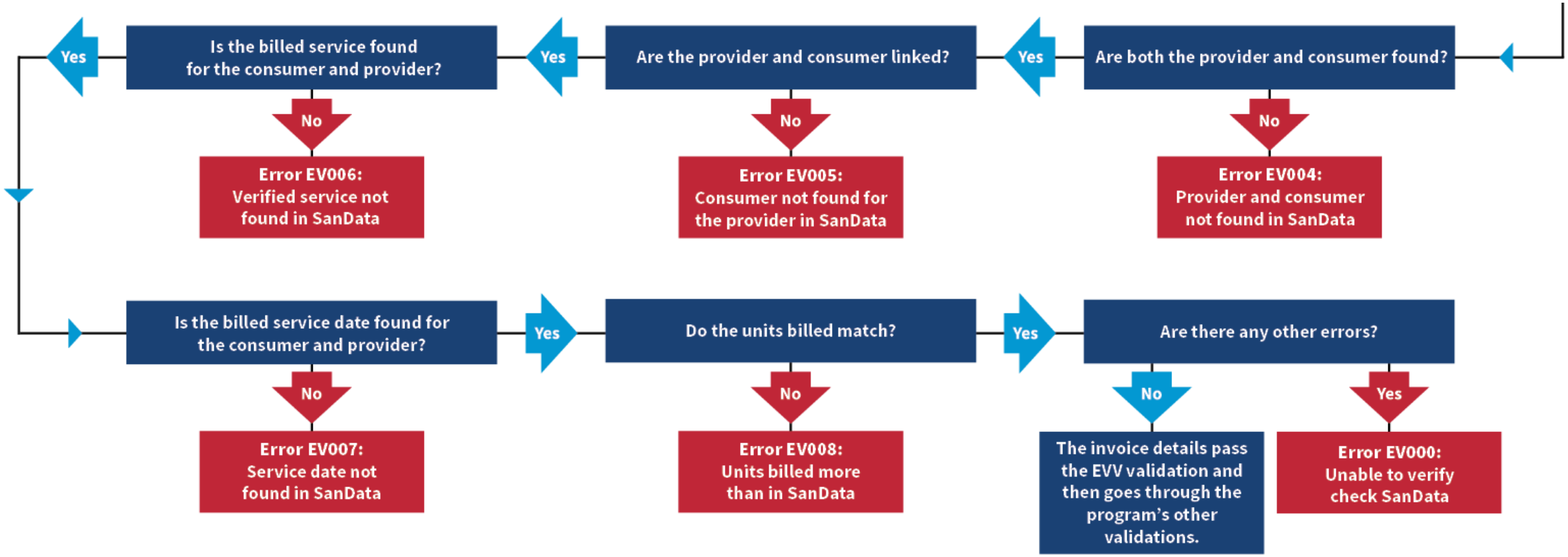
Ohio Department of Aging Electronic Visit Verification Claims Validation Process (2 of 2)



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Resolving EVV Claims Errors for Ohio Department of Aging (AGE)

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EVV Claim Errors AGE

This comparison table outlines the differences between the error messages displayed in Sandata EVV and those found in the ODM Claims Lines Subject to the EVV Diagnostics Dashboard, and ODM Remittance Advice (RA).

EVV RA Message	Sandata Visit Exception
EV002	Provider not found in Sandata
EV003	Consumer not found in Sandata
EV004	Provider and Consumer not found in Sandata
EV005	Consumer not found for the provider in Sandata
EV006 or EV007	Verified service not found in Sandata or Service date not found in Sandata
EV008	Units billed more than in Sandata
EV000	Unable to verify EVV check Sandata

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What if I'm an Alt EVV Provider?

Question: I am a provider who uses an Alternate EVV system (3rd party system to capture EVV visits). Do I need to log in to the Aggregator to view my visits?

Answer: Yes! The Sandata Aggregator is what is used by payers to validate the claim. This is the source of truth for visit data – providers must ensure that the data in the aggregator shows as expected and visits are in a verified status before billing.

Question: If I am using an Alt EVV system and need to update visits in the Aggregator, where do I make these changes?

Answer: Make updates to your visits in your Alt EVV system. The Aggregator is read-only; therefore, any changes must be updated in your Alt EVV system, and then resent to the Aggregator.

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Provider not found

AGE Error Message	Sandata Visit Exception
EV002: Provider not found in Sandata	***Note:*** No exception appears; please review Provider Medicaid ID associated with your Sandata EVV portal.

Cause: "Provider not found in Sandata" means the Medicaid ID on your claim is not in the Sandata Electronic Visit Verification (EVV) system or the Sandata Aggregator.

Example: The provider agency registered for the EVV portal with a provider ID number that does not match the provider Medicaid ID number.

Resolution: Identify that the Medicaid ID associated with the account the provider is using to record visits matches the Medicaid ID associated with the claim; if there is a missing Sandata EVV account, provider must register with Sandata EVV portal; if the error persists, please visit article linked in this slide then contact support.

Alt EVV Resolution: ensure that the provider Medicaid ID is associated with a Sandata EVV portal. Please note, if the provider has multiple provider Medicaid IDs, they must register each Medicaid ID with a Sandata EVV portal.

For detailed steps, review article: Provider Identification (ID) Does Not Match EVV Error Message Resource

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Consumer not found

AGE Error Message	Sandata Visit Exception
EV003: Consumer not found in Sandata	Unknown Recipient

Cause: The recipient record with the corresponding Medicaid ID does not match with the record in Sandata.

Example: The claim has a different Medicaid ID for the recipient than what is in Sandata.

Resolution: Verify Recipient Medicaid ID and if incorrect, discharge the Recipients record along with each individual program. Next, create a New Recipient Medicaid ID record for the correct or updated Medicaid ID.

Alt EVV Resolution: Update the recipient's Medicaid ID in the 3rd party system.

For detailed steps, review article: Update an Unknown Recipient EVV Error Message Resource

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Provider and Consumer not found

AGE Error Message	Sandata Visit Exception
EV004: Provider and Consumer not found in Sandata	Unknown Recipient

Cause: The recipient record with the corresponding Medicaid ID does not match with the record in Sandata. “Provider and Consumer not found in Sandata” means the Medicaid ID on your claim is not in the Sandata Electronic Visit Verification (EVV) system or the Sandata Aggregator

Example: The claim has a different Medicaid ID for the recipient than what is in Sandata. The provider agency registered for the EVV portal with a provider Medicaid ID number that does not match the provider Medicaid ID number.

Resolution: Identify that the Provider Medicaid ID associated with the account you are using to record visits matches the Medicaid ID associated with the claim; if there is a missing Sandata EVV account, provider must register with Sandata EVV portal.

Verify Recipient Medicaid ID and if incorrect, discharge the Recipients record along with each individual program. Next, you will create a New Recipient Medicaid ID record for the correct or updated Medicaid ID.

Alt EVV Resolution: Update the recipient’s Medicaid ID in the 3rd party system.

For detailed steps, review article: Creating a New Recipient EVV Error Message Resource

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Consumer not found for the provider in Sandata

AGE Error Message	Sandata Visit Exception
EV005: Consumer not found for the provider in Sandata	Unknown Recipient

Cause: The recipient record with the corresponding Medicaid ID was not found for the provider in Sandata.

Example: There is no record of the recipient, therefore its not linked to the provider. Will need to reach out to AGE Support.

Resolution: Will need to reach out to AGE Support.

Alt EVV Resolution: The visit did not cross over to the Aggregator as expected or the visit was not in verified status; provider must identify what may cause the exception and work with their vendor to resolve.

For detailed steps, review article: Adding a Manual Call to an Existing Visit or Creating a Visit

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Missing or Incorrect Service on Visit

AGE Error Message	Sandata Visit Exception
EV006 or EV007: Verified service not found in Sandata or Service date is not in a verified status or not found	Unauthorized service exceptions

Causes:

1. Visit does not appear in Sandata
2. The Visit is in the incomplete status in Visit Maintenance within the Sandata EVV portal
3. The Visit is in the Verified status but has incorrect Payer and /or Service
4. Visit does not have a EVV auth or the EVV Auth is expired or incorrect for service
5. DCW/Non-Agency Provider started an unknown visit without the recipient's ID. When selecting from the list of services, every option is exposed, which can lead to selecting the incorrect service.

Resolution: Ensure the correct program, authorization, and services are in scope within the Recipient record. Update services to match within visit in visit maintenance.

Alt EVV Resolution: The visit did not cross over to the Aggregator as expected or the visit was not in verified status; provider must identify what may cause the exception and work with their vendor to resolve.

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For detailed steps, review article: Correcting an Unauthorized Service Exception EVV Error Message

Units billed more than in Sandata

AGE Error Message	Sandata Visit Exception
EV008: Units billed more than in Sandata	**Note:** no exceptions appears, please review number of units on visit to claim

Cause: Visit units are less than what was billed.

Example: The provider billed the payer 4 units for a visit, equating to an 1 hour. However, the DCW/Non-Agency Provider accidentally clocked out of their visit early. The provider confirmed with the DCW/Non-Agency Provider that the full hour of service was rendered.

Resolution: Update billing to align with the services rendered in visit maintenance.

Alt EVV Resolution: Log into Aggregator and ensure the visit is accurate prior to submitting the claim.

For detailed steps, review article: Adjusting Call Times and Dates and Ohio Units Conversion Table

EVV Error Message Resource

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Unable to verify EVV check in Sandata

AGE Error Message	Sandata Visit Exception
EV000: Unable to verify EVV check Sandata	Unauthorized service exceptions

Cause: Any error during validation process.

Example: Unable to verify claim, catchall error

Resolution: reach out to AGE support (AGE Help Desk) ODA_ISD_HelpDesk@age.ohio.gov

Alt EVV Resolution: reach out to AGE support

For detailed steps, review article: Correcting an Unauthorized Service Exception and Creating a Visit

EVV Error Message Resource

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Knowledge Check – Claims Validation

List the steps in order for claims validation.

A. Payer matches claims > Visit is in a Verified status > DCW records visit.
B. DCW records visit > Visit is in a Verified status > Payer matches claims.
C. DCW records visit > Payer matches claims > Visit is in a Verified status.
D. Visit is in a Verified status > DCW records visit > Payer matches claims.

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Resolving EVV Claims Errors for ODM

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EVV Claim Errors

This comparison table outlines the differences between the error messages displayed in Sandata EVV and those found in the ODM Claims Lines Subject to the EVV Diagnostics Dashboard, and ODM Remittance Advice (RA).

EVV RA Message	Sandata Visit Exception
Provider ID does not match	***Note:*** No exception appears; please review Provider Medicaid ID associated with your Sandata EVV portal.
Recipient ID does not match	Unknown Recipient
Procedure code does not match	Incorrect Service Code (unauthorized service exceptions)
Units do not match	**Note:** no exceptions appears, please review number of units on visit to claim

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Provider ID Does Not Match

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Provider ID Doesn't Match

EVV RA Message	Sandata Visit Exception
Provider ID does not match	***Note:*** No exception appears; please review Provider Medicaid ID associated with your Sandata EVV portal.

Cause: "Provider ID Does Not Match" means the Medicaid ID on your claim is not in the Sandata Electronic Visit Verification (EVV) system or the Sandata Aggregator.

Example: The provider agency registered for the EVV portal with a provider ID number that does not match the provider Medicaid ID number.

Resolution: First, identify what Medicaid ID is associated with the account you are using to record visits. This can be found by running the Full Visit Export report. Then, compare this value to the Medicaid ID associated with the claim; if there is a missing Sandata EVV account, provider must register with Sandata EVV portal; if the error persists, please contact support.

Alt EVV Resolution: ensure that the provider Medicaid ID is associated with a Sandata EVV portal. Please note, if the provider has multiple provider Medicaid IDs, they must register each Medicaid ID with a Sandata EVV portal.

For detailed steps, review article: Provider Identification (ID) Does Not Match

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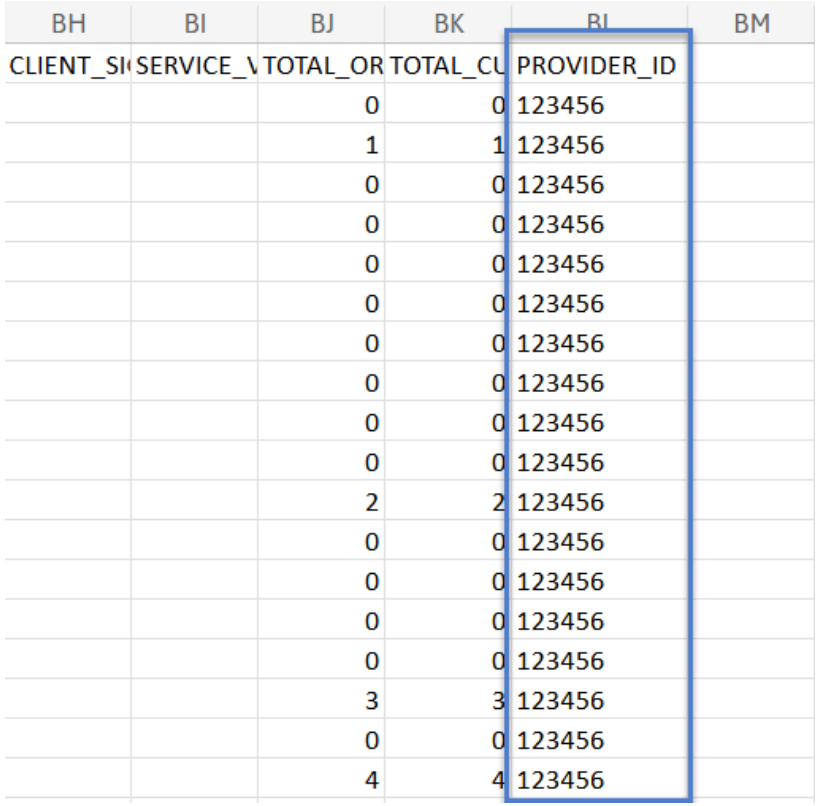
Run Full Visit Export Report

Navigate to **Reports > Date Range Reports > Full Visit Export**

1. This report is in Excel format. Scroll all the way to the right of the spreadsheet until you reach the Provider ID column. This will contain the Providers Medicaid ID associated with the visit.



BH	BI	BJ	BK	BL	BM
CLIENT_SI	SERVICE_\	TOTAL_OR	TOTAL_CU	PROVIDER_ID	
		0	0	123456	
		1	1	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
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		0	0	123456	
		0	0	123456	
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		0	0	123456	
		4	4	123456	

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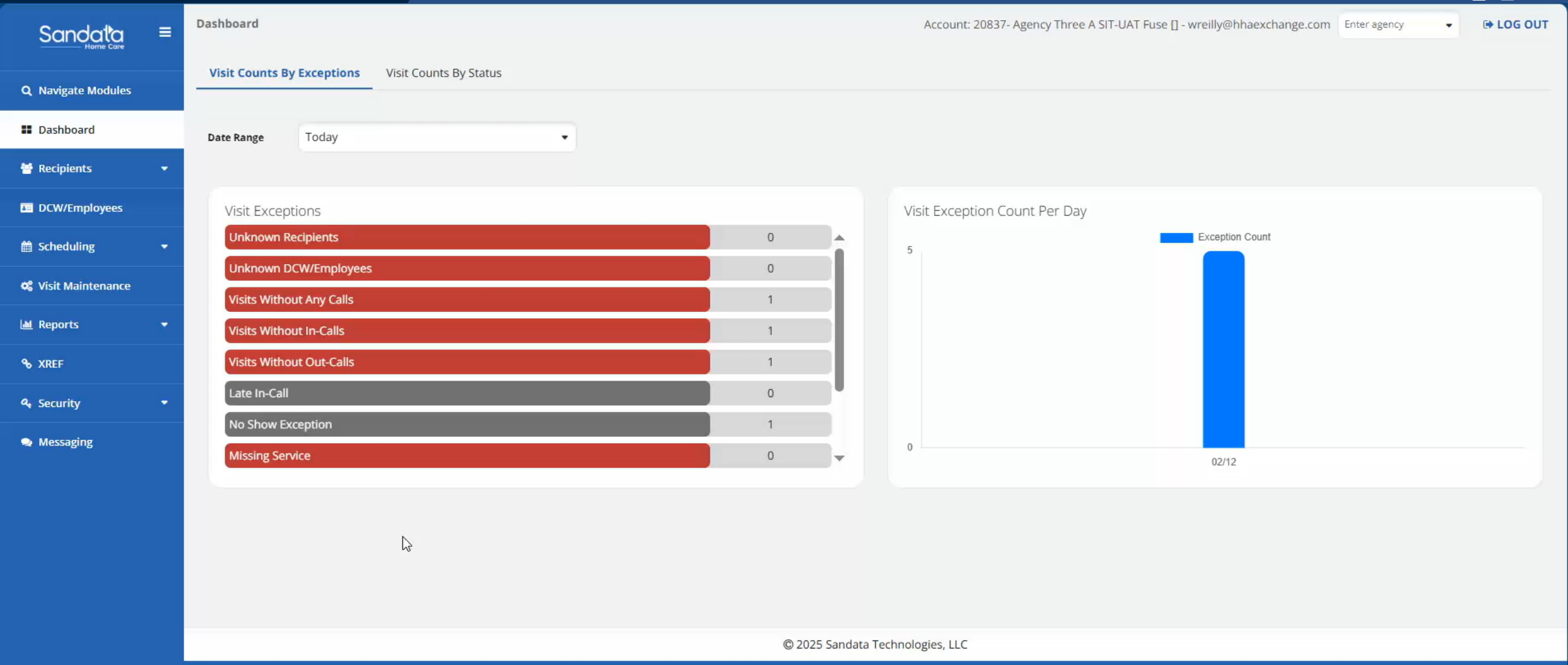
Note: This is mock data that is used only for training purposes.



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Recipient ID Does Not Match

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Unknown Recipient

EVV RA Message	Sandata Visit Exception
Recipient ID does not match	Unknown Recipient

Cause: The recipient record with the corresponding Medicaid ID does not match with the record in Sandata.

Example: The claim has a different Medicaid ID for the recipient than what is in Sandata.

Resolution: Navigate to recipient profile verify Medicaid ID and if incorrect, discharge the Recipients record along with each individual program. Next, you will create a New Recipient Medicaid ID record for the correct or updated Medicaid ID.

Alt EVV Resolution: Update the recipient's Medicaid ID in the 3rd party system.

For detailed steps, review article: Update an Unknown Recipient

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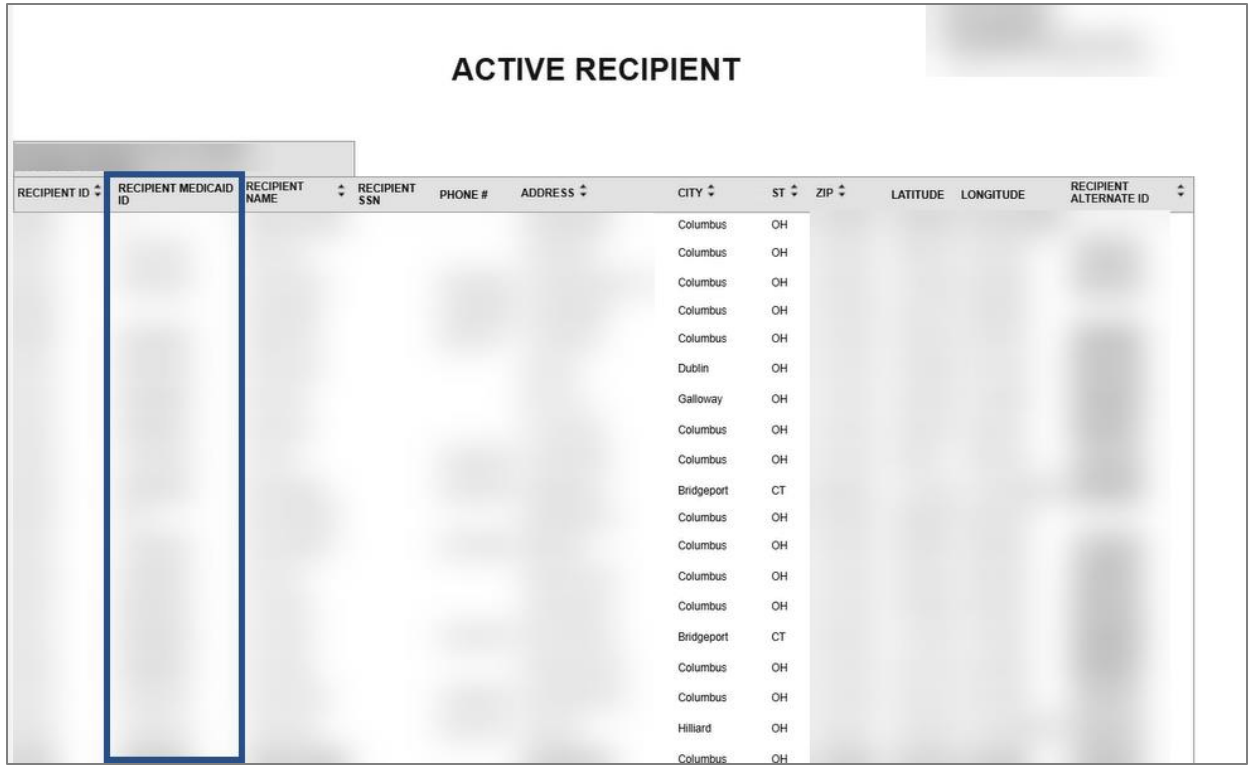
Run Active Recipients Report

Navigate to **Reports > Daily Reports > Active Recipient Report**

1. Review Recipient Medicaid ID that's associated to Recipient Profile to confirm if it matches with the claim in question.
2. Make updates to Medicaid ID in your Alt EVV system; wait 24 hours prior to resubmit claim.



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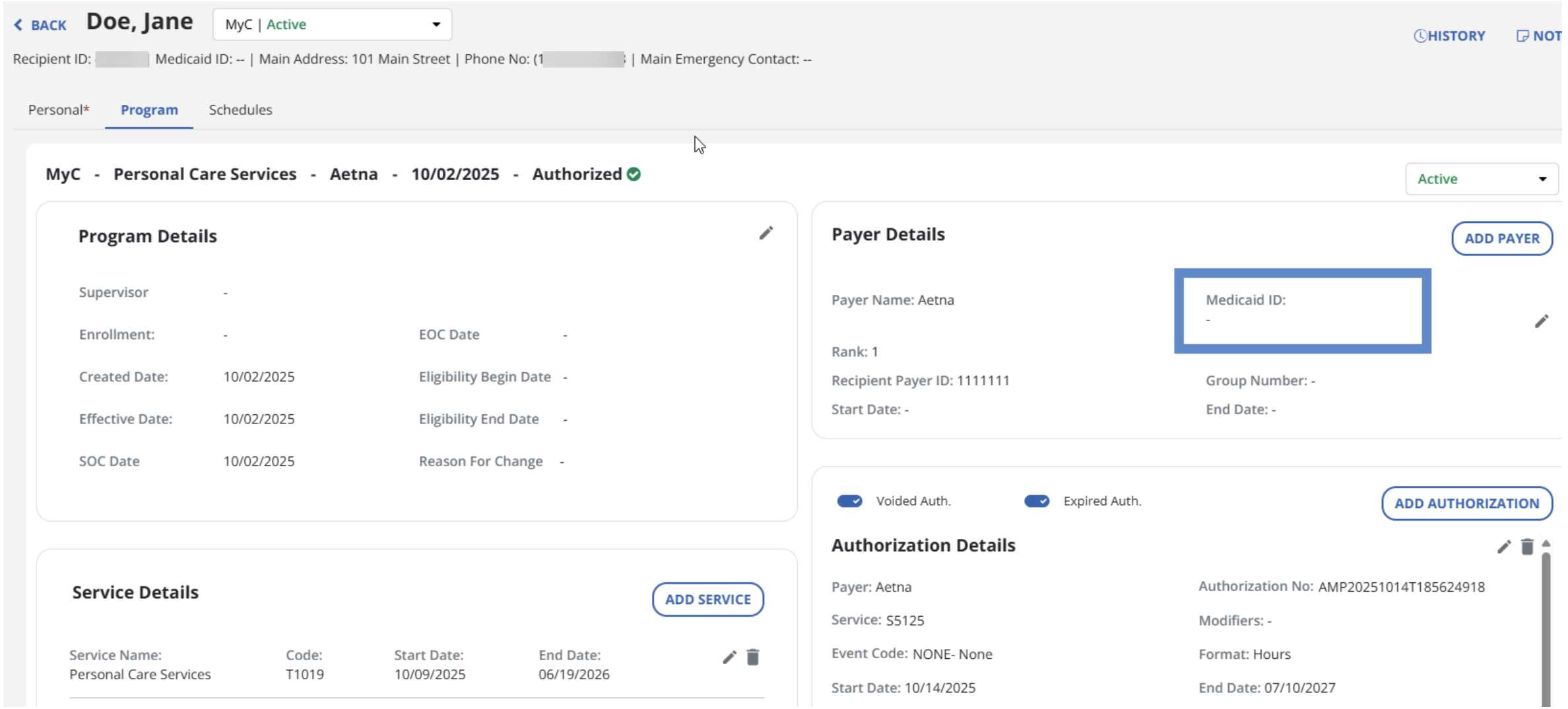
Recipient Medicaid ID



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Sandata Home Care

- Navigate Modules
- Dashboard
- Recipients
- DCW/Employees
- Scheduling
- Visit Maintenance
- Reports
- XREF
- Security
- Messaging

CREATE VISIT | CREATE CALL

FILTERS | SHOW DISPLAY OPTIONS | EXPORT DATA

Show Legend

APPROVE ALL | DISAPPROVE ALL

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	AI H
HHAeXchange, Harold	Dowdrick, Eric	HPC	10/31/2025				11:19 AM			11:19 AM		
	Dowdrick, Eric	HPC	10/31/2025				11:11 AM	11:19 AM	**00:08**	11:11 AM	11:19 AM	
Sandata, Sandy	Dowdrick, Eric	RN Consultation (T1001)	10/31/2025				06:00 AM	07:00 AM	**01:00**	06:00 AM	07:00 AM	
Sandata, Sandy	Cordova, Alejandra	SPHH Aide (G0156)	10/30/2025				08:27 AM	09:00 AM	**00:33**	08:27 AM	09:00 AM	
									Total: 01:41			

25 of 4 entries

« < 1 > »

https://evv-ui.sandata.com/visit-maintenance

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Procedure Code Does Not Match (Incomplete Visit)

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Incomplete Visit

EVV RA Message	Sandata Visit Exception
Procedure code does not match	Incomplete Visit (unauthorized service exceptions)

Cause: A DSP/Independent Provider misses a call in and/or out.

Example: DSP/Independent Provider starts a visit but forgot to clock out.

Resolution (missing call in or out): Navigate to Visit Maintenance module and edit Visit Details to update missing call. Make sure to add reason code for adjusting visit.

Alt EVV Resolution: The visit did not cross over to the Aggregator as expected or the visit was not in verified status; provider must identify what may cause the exception and work with their vendor to resolve.

For detailed steps, review article: Adding a Manual Call to an Existing Visit or Creating a Visit

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Sandata Home Care

- Navigate Modules
- Dashboard
- Recipients
- DCW/Employees
- Scheduling
- Visit Maintenance
- Reports
- XREF
- Security
- Messaging

CREATE VISIT | CREATE CALL

FILTERS | SHOW DISPLAY OPTIONS | EXPORT DATA

Show Legend

APPROVE ALL | DISAPPROVE ALL

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	AI H
HHAeXchange, Harold	Dowdrick, Eric	HPC	10/31/2025				11:19 AM			11:19 AM		
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									Total: 01:41			

25 of 4 entries

« < 1 > »

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Knowledge Check – Editing an Incomplete Visit

What is required to save an edit to an incomplete visit?

A. Provider ID
B. Recipient ID
C. Reason Code
D. Action Code

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Procedure Code Does Not Match (Incorrect Service Code)

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Incorrect Service Code

EVV RA Message	Sandata Visit Exception
Procedure code does not match	Incorrect Service Code (unauthorized service exceptions)

Cause: The incorrect service is associated with the visit.

Example: DSP/Independent Provider started an unknown visit without the recipient's ID. When selecting from the list of services, every option is exposed, which can lead to selecting the incorrect service.

Resolution: Navigate to Recipient Management screen and ensure the correct program, authorization, and services are in scope. Navigate back to Visit Maintenance module and edit the visit detail to reflect the proper service for visit.

Alt EVV Resolution: The visit did not cross over to the Aggregator as expected or the visit was not in verified status; provider must identify what may cause the exception and work with their vendor to resolve.

For detailed steps, review article: Correcting an Unauthorized Service Exception

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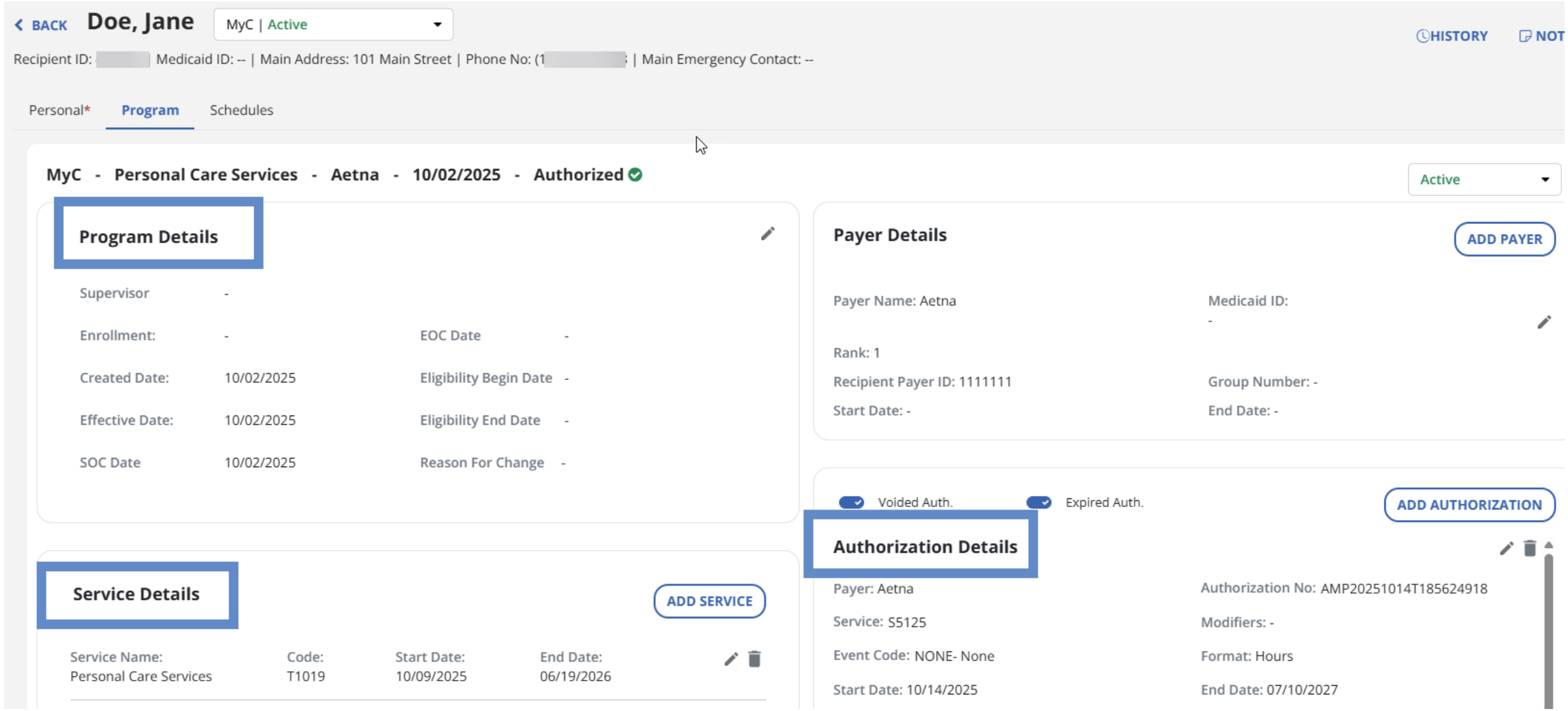
Recipient Program Tab



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Sandata EVV | Manage Visits

evv-ui.sandata.com/visit-maintenance

New Chrome available

Sandata Home Care

- Navigate Modules
- Dashboard
- Recipients
- DCW/Employees
- Scheduling
- Visit Maintenance
- Reports
- XREF
- Security
- Messaging

Visit Maintenance / **Manage Visits**

Account: 43866 - HHAX Training - ALCORDOVA@HHAEXCHANGE.COM

Select Agency

LOG OUT

CREATE VISIT | CREATE CALL

FILTERS | SHOW DISPLAY OPTIONS | EXPORT DATA

Show Legend

APPROVE ALL | DISAPPROVE ALL

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	AI H
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Sandata, Sandy	Cordova, Alejandra	SPHH Aide (G0156)	10/30/2025				08:27 AM	09:00 AM	**00:33**	08:27 AM	09:00 AM	
									Total: 02:22			

25 of 4 entries

« < 1 > »

https://evv-ui.sandata.com/visit-maintenance

Knowledge Check – Reducing the Number of Service Options

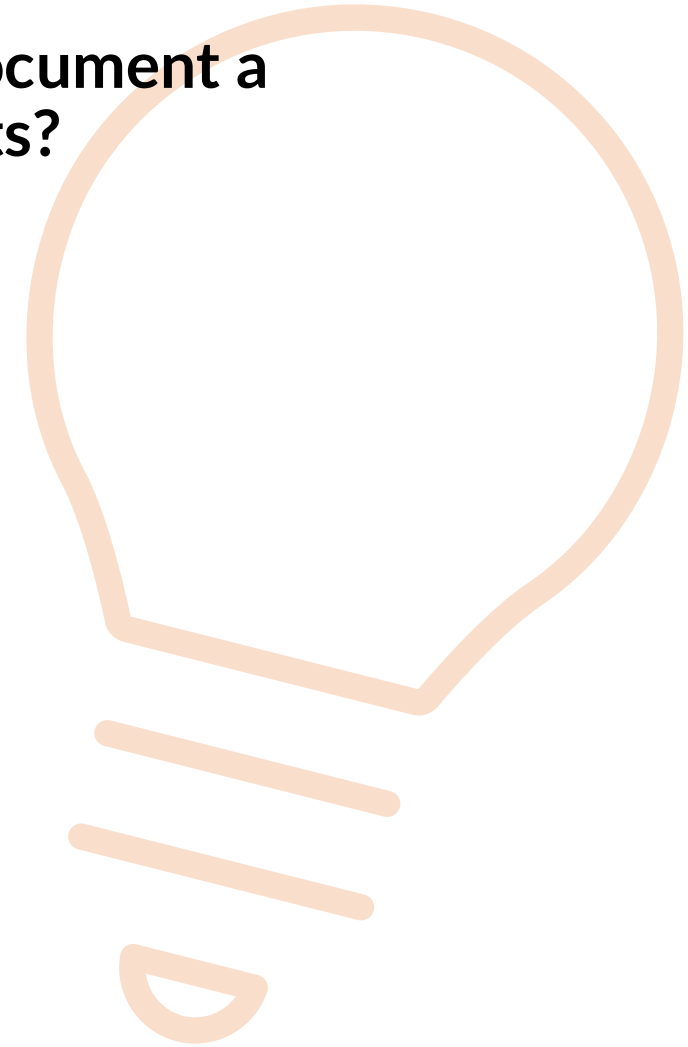
What do your DCW/Employee's need to accurately document a visit with the correct service options for your recipients?

A. Reason Code

B. Provider ID

C. Recipient ID

D. Service Code



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Units Do Not Match

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Adjusting Time Calls/Dates

EVV RA Message	Sandata Visit Exception
Units do not match	**Note:** no exceptions appears, please review number of units on visit to claim

Cause: Visit units are less than what was billed.

Example: The provider billed the payer 4 units for a visit, equating to an 1 hour. However, the DCW/Employee accidentally clocked out of their visit early. The provider confirmed with the DCW/Employee that the full hour of service was rendered.

Resolution: Navigate to Visit Maintenance module. Update billing to align with the services rendered.

Alt EVV Resolution: Log into Aggregator and ensure the visit is accurate prior to submitting the claim.

For detailed steps, review article: Adjusting Call Times and Dates and Ohio Units Conversion Table

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Sandata Home Care

- Navigate Modules
- Dashboard
- Recipients
- DCW/Employees
- Scheduling
- Visit Maintenance
- Reports
- XREF
- Security
- Messaging

CREATE VISIT | CREATE CALL

FILTERS | SHOW DISPLAY OPTIONS | EXPORT DATA

Show Legend

APPROVE ALL | DISAPPROVE ALL

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	AD HO
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Sandata, Sandy	Dowdrick, Eric	SPHH Nsg - RN (G0299)	10/31/2025				06:00 AM	07:00 AM	**01:00**	06:00 AM	07:00 AM	
Sandata, Sandy	Cordova, Alejandra	SPHH Aide (G0156)	10/30/2025				08:27 AM	09:00 AM	**00:33**	08:27 AM	09:00 AM	
									Total: 02:22			

25 of 4 entries

« < 1 > »

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Knowledge Check – Units Do Not Match

What could lead to the claim error "Units do not match"?

A. Billing 1 hour of service but 30 minutes of EVV was logged.
B. Billing 1 hour of service but 1 hour of EVV was logged.
C. Billing 1 hour of service but 1 hour and 15 minutes of EVV was logged.
D. Billing 1 hour of service but 1 hour and 30 minutes of EVV was logged.

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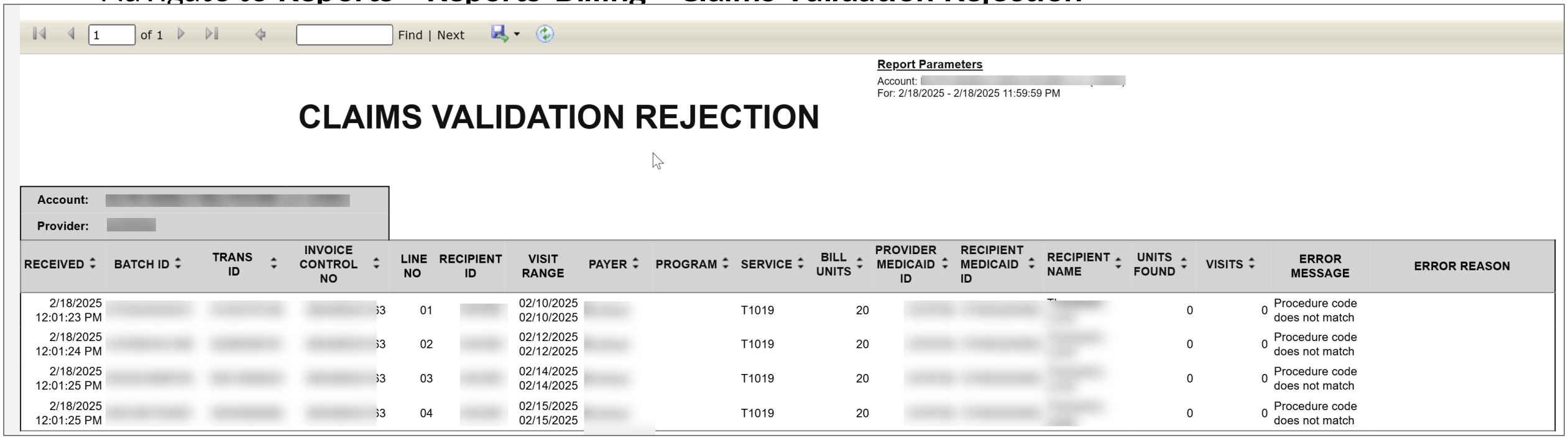
Claims Validation Rejection Report

Need to further research reason for rejections? Providers can use this report to identify rejected claims, review the visits in Sandata EVV, and make the required updates prior to resubmission.

Navigate to **Reports->Reports-Billing->Claims Validation Rejection**



RECEIVED	BATCH ID	TRANS ID	INVOICE CONTROL NO	LINE NO	RECIPIENT ID	VISIT RANGE	PAYER	PROGRAM	SERVICE	BILL UNITS	PROVIDER MEDICAID ID	RECIPIENT MEDICAID ID	RECIPIENT NAME	UNITS FOUND	VISITS	ERROR MESSAGE	ERROR REASON
2/18/2025 12:01:23 PM			63	01		02/10/2025 02/10/2025			T1019	20				0	0	Procedure code does not match	
2/18/2025 12:01:24 PM			63	02		02/12/2025 02/12/2025			T1019	20				0	0	Procedure code does not match	
2/18/2025 12:01:25 PM			63	03		02/14/2025 02/14/2025			T1019	20				0	0	Procedure code does not match	
2/18/2025 12:01:25 PM			63	04		02/15/2025 02/15/2025			T1019	20				0	0	Procedure code does not match	

For details on the report: Claims Validation Rejection

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Preparing Your DSP/Independent Providers

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Preparing DSP/Independent Providers

You should determine…

- How do your DSP/Independent Providers use technology today?
- What appeals to your DSP/Independent Providers?
- Where they are in the DSP/Independent Providers lifecycle?

Training DSP/Independent Providers

1. Require your DSP/Independent Provider to download the SMC mobile app during training.
2. Take advantage of EVV training tools and provide documentation.
3. Document the recipient ID and leave it in a folder near the phone in the recipient's home.
4. Set expectations and check in.

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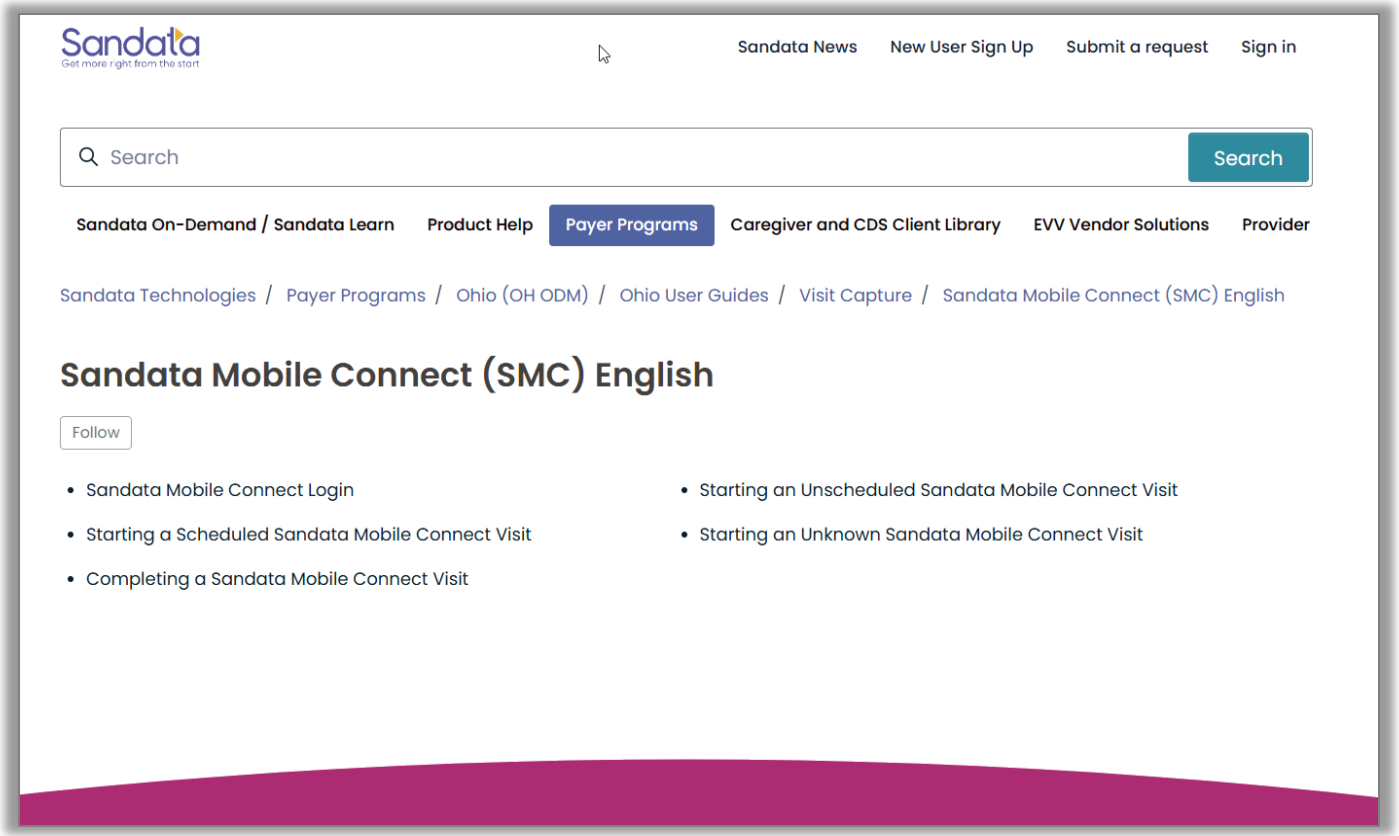
DSP/Independent Provider Training Resource

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



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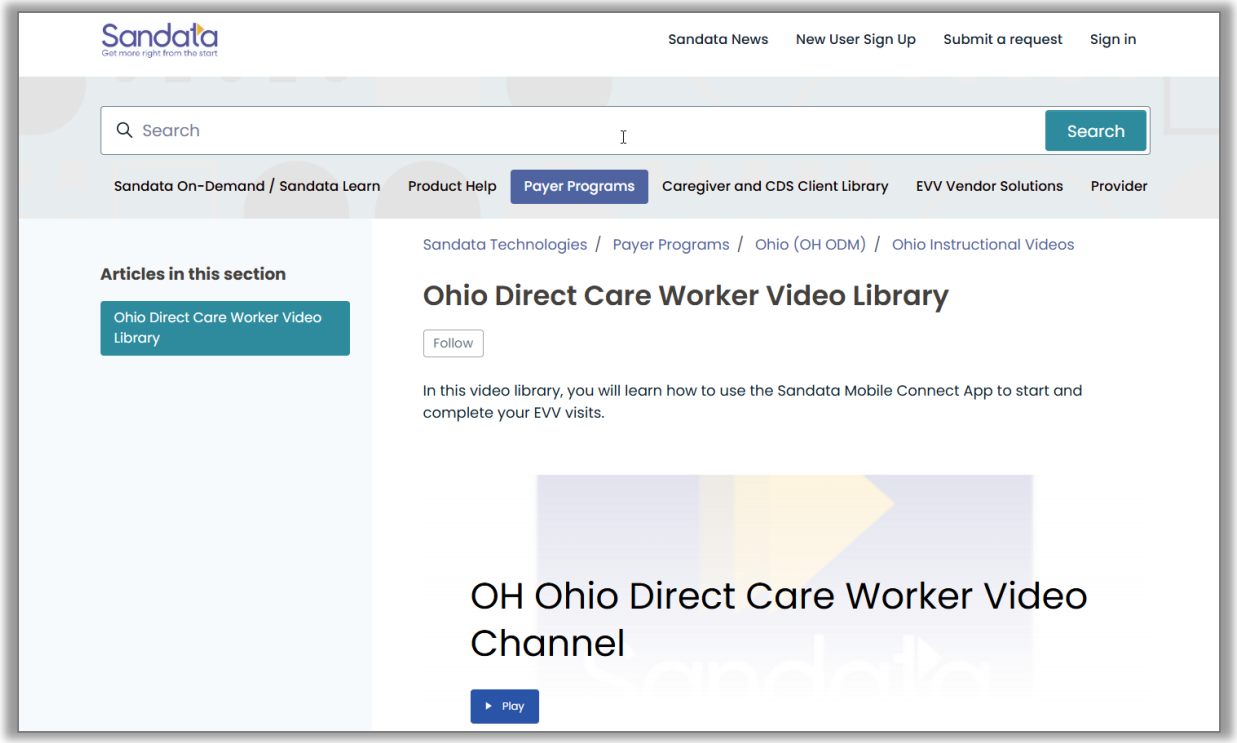
DSP/Independent Provider Video Library

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



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Key Takeaways

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Key Takeaways

- Claims matching for **Phase 6** Ohio Home Care and PASSPORT Waiver Services, will start for visits dates of service beginning on **1/1/2026**; claims that do not match will be denied.
- Claim errors can be resolved by reviewing Recipient records as well as the Visit Maintenance module on a regular basis.
- Ensure that all visits are in a Verified status.
- Provide resources to your DSP/Independent Providers for training to reduce visit exceptions.

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How to Prevent Claim Denials

Register

Register for your EVV Provider Portal

Enter Data

Agency Providers must enter recipients and DSP/Independent Providers in Sandata EVV.

Customize

Create EVV authorization by adding the program, service, and authorization details to your recipients' profiles.

Train

Train your DSP/Independent Providers on creating visits using Sandata Mobile Connect.

Review

Regularly review recipient records and visit exceptions in Sandata EVV Visit Maintenance module.

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Support & Resources

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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. AGE providers, they will upload the EVV certificate into PCW (AGE's application platform) under the upload files section, labeled EVV Training Certificate Providers will receive a Medicaid ID once they are certified.
3. All New AGE 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

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Provider Resources

Top Visit Maintenance Errors and How to Resolve:

- Provider ID Matching Resource
- Updating an Unknown Recipient
- Managing Exceptions
- Adjusting Call Times and Dates
- Ohio User Guides
- Ohio Claims Validation: Handling Claims Denials- Sandata Technologies
- Ohio Agency Provider Training

DODD Resources:

- DODD Workflow
- Recorded Webinars
- DODD Webpage

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EVV Support

Department of Medicaid

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: OHAltEVV@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

- Ohio Department of Medicaid Website
  - Resources available for how to file live-in caregiver exemption
- Electronic Visit Verification

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Ohio Sandata On Demand Training Website

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Questions?

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THANKS FOR ATTENDING!

Please provide us your feedback after exiting the webinar.