

Our Webinar Will Begin Shortly

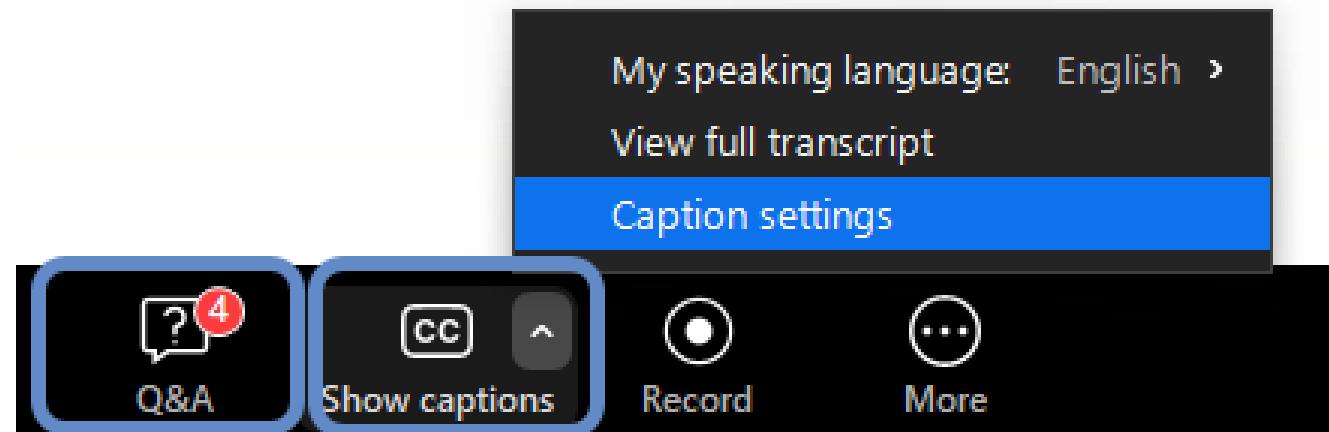
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Agenda - Data Entry Q&A

- Questions
- Confusion for Independent Providers.
- Which ID's and numbers to use when logging in?
- How can I obtain the company ID?
- How to obtain EVV authorization?
- How do my employees log into SMC?
- Support Resources



Q&A



Ohio Sandata On Demand



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. Log into Sandata EVV Portal.
5. Follow remaining steps on the linked [Independent Provider Checklist](#) or [Agency Provider 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?



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

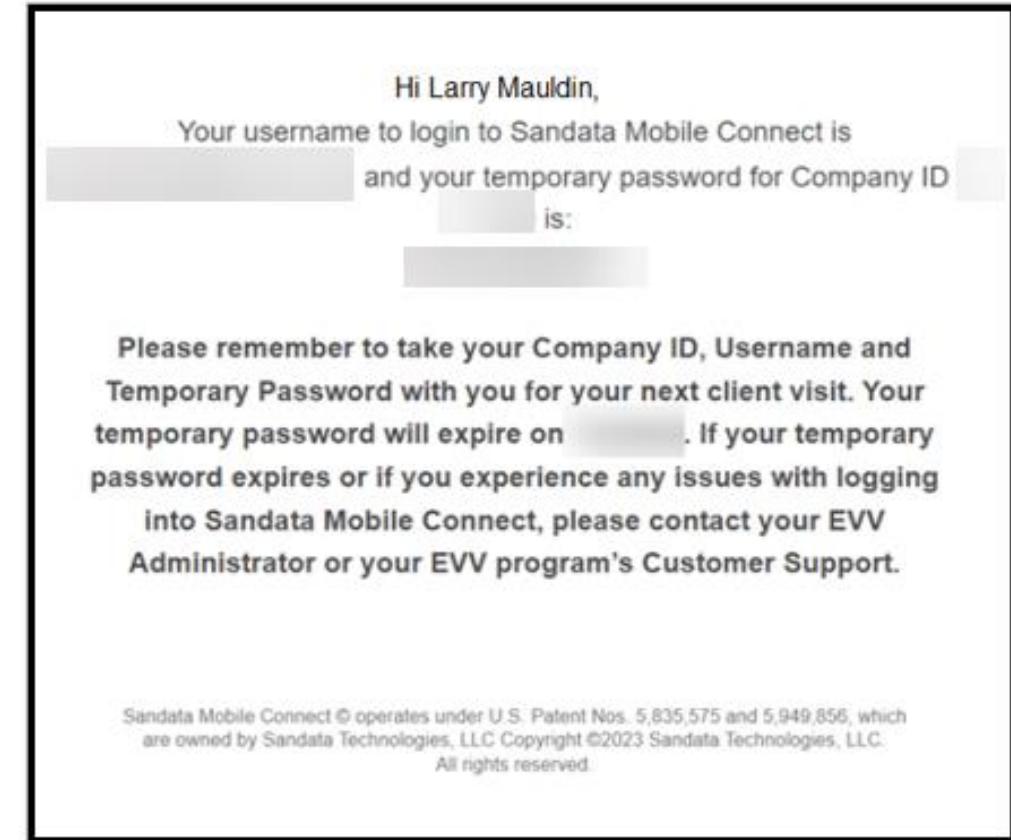
Steps:

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 obtain EVV authorization?



Question: How to obtain EVV authorization?



Question: How to obtain EVV authorization?

Answer: Manage EVV authorizations within the Recipient profile, you add them along with services.

(Note: Any payer changes, you must end date auth with current Payer then add New Payer along with new authorization)

Steps:

1. Navigate to Recipient Profile, select on Program tab, add Service details and Authorizations.
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.

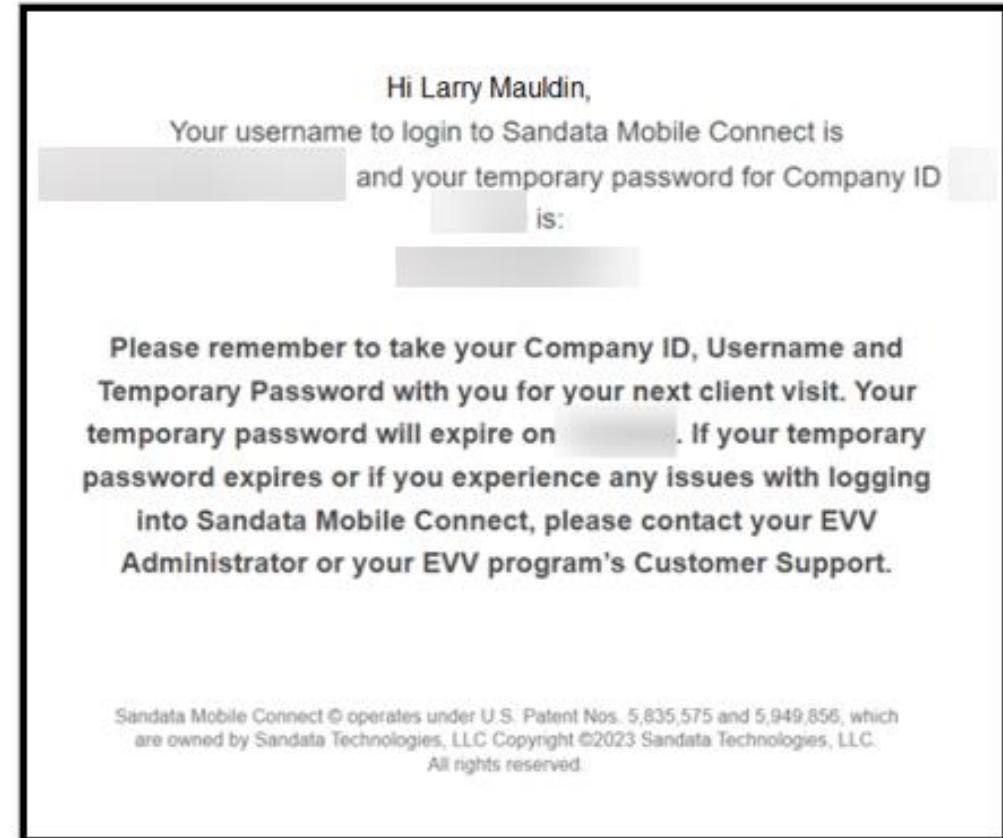
Steps:

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

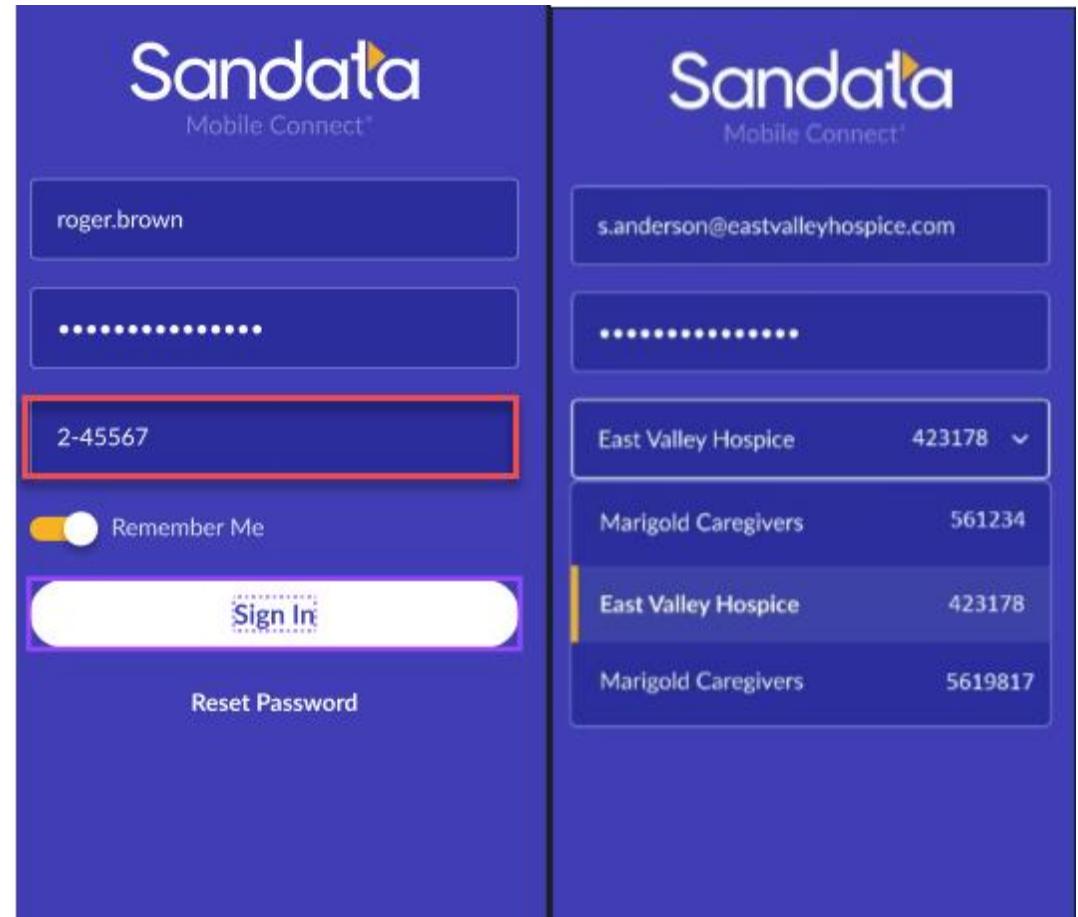




First Time Log In



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





Additional Resources



Provider Resources – Sandata On Demand



Ohio User Guides:

- [Ohio User Guides](#)

Ohio Training Recordings:

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

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

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



Questions? Use Q&A Panel



Questions?



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