



Our Webinar Will Begin Shortly

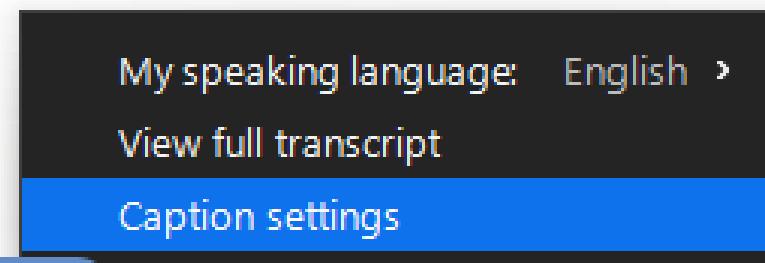
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- This webinar is being recorded. We will email the recording and slides after the session.
- Your camera and mics are turned off.
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Meet the Trainer!



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!**



Department of
Medicaid



Claims Matching

April 2026









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EVV Claims Adjudication Phases



 EVV Claims Adjudication Phases						
PHASE 1 March 1, 2025	PHASE 2 June 1, 2025	PHASE 3 June 1, 2025	PHASE 4 August 1, 2025	PHASE 5 October 1, 2025	PHASE 6 January 1, 2026	PHASE 7 March 1, 2026
Billed to ODM FFS		Billed to Next Gen MCEs		Billed to DODD	Billed to ODM or AGE	Billed to MyCare
HOME HEALTH SERVICES	PRIVATE DUTY NURSING, NURSE ASSESSMENT AND CONSULT	HOME HEALTH SERVICES	PRIVATE DUTY NURSING NURSE ASSESSMENT AND CONSULT	10, Level 1, SELF WAIVER PROGRAM SERVICES	OHIO HOME CARE, PASSPORT WAIVER SERVICES	HOME HEALTH PDN, NURSE ASSESSMENT AND CONSULT, WAIVER SERVICES
						

**Based on claim line date of service.*

List of Services MyCare Ohio Plans



- G0151
- G0152
- G0153
- G0156
- G0299
- G0300
- T1000
- T1001
- T1001_U9
- S5125
- T1002
- T1003
- T1019
- T2025
- ECL

Link to list of Services: [ODM EVV Covered Programs and Services.pdf](#)



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.

Who should not attend this training?

Self-Directed

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

Sandata Standard System Terminology

Corresponding Terminology

CONTRACT / PAYER

- FFS
- HHS

- MCO
- State

- Plan

Recipient

- CDS Employer
- Consumer

- Patient
- Client

- Participant
- Beneficiary
- Individual

Direct Care Worker/Employee

- Aide
- Homecare Aid
- Homecare Worker

- Worker
- Direct Care Worker (DCW)
- Service Provider
- Participant-directed provider

- Attendant
- Caregiver
- Non-Agency or Independent Provider (IP)
- Direct Care Worker

AGENCY / PROVIDER

- Financial Management Services (FMS)
- Vendor

- Program Provider
- Non-Agency or Independent Provider (IP)
- Participant-directed Providers

- AGE-certified provider
- Agency provider

COORDINATOR

- Care Coordinator
- Case Coordinator

- Service Coordinator
- Care Types

- Case manager

UNITY NUMBER

- Master Patient Number

- Shared Patient Number

SECONDARY IDENTIFIER

- Promise Code

Objectives of Today's Training

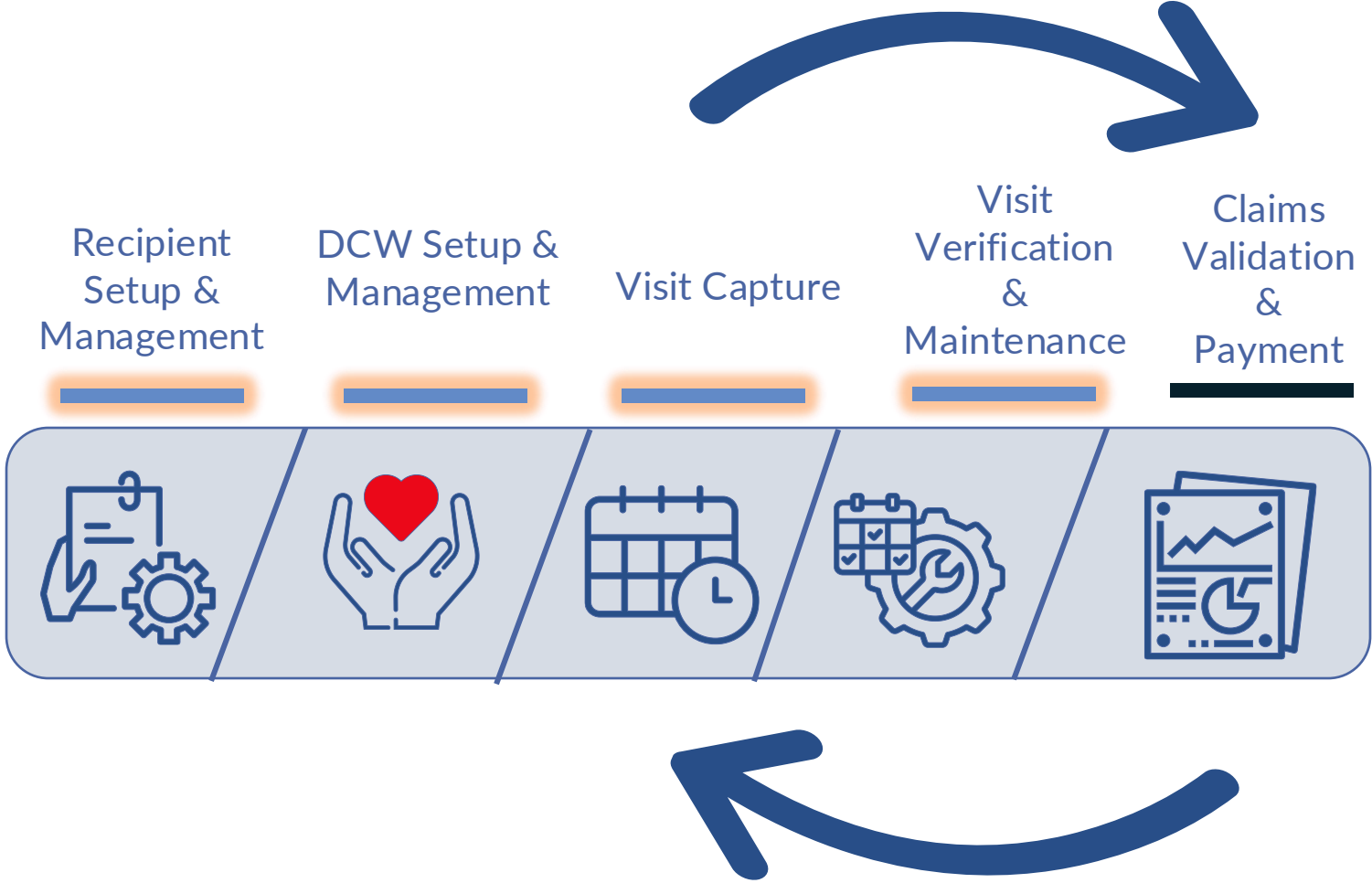
You will be able to:

- Summarize the claim validation process.
- Identify the EVV claim errors.
- Resolve visit exceptions.
- Prepare your DCWs for success using on-demand resources.





EVV Tracker



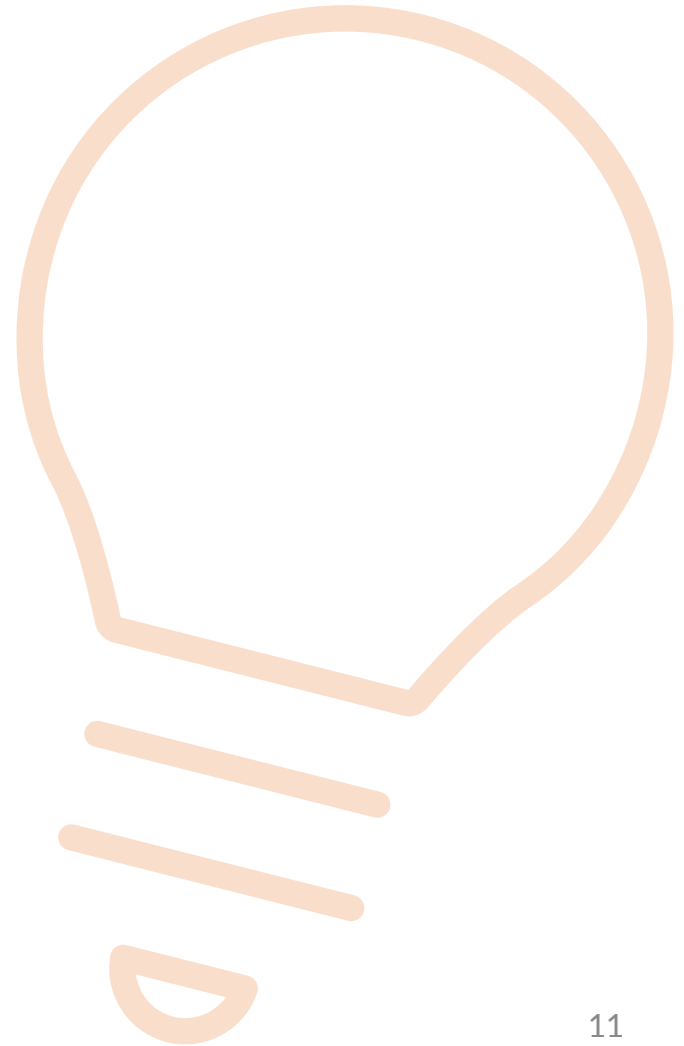
Knowledge Checks

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 Claim Errors
- Preparing Your DCW/Independent Providers
- Key Takeaways
- Support & Resources
- Q & A

Claims Validation Process

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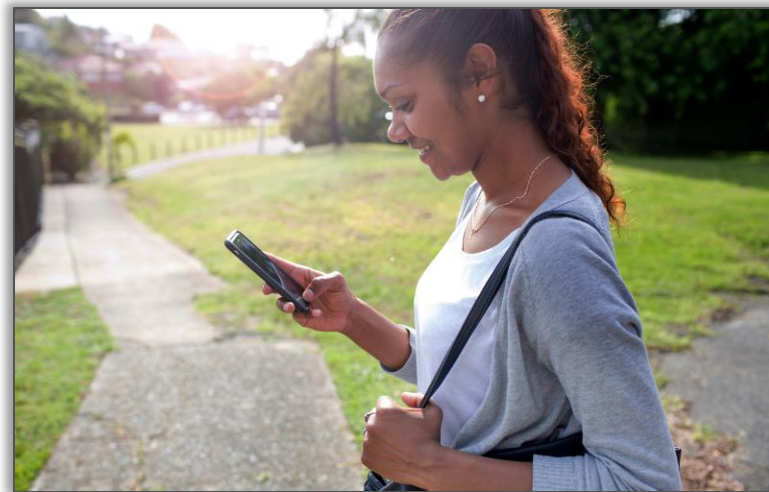
➤ What is Claims Validation?

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, IP, recipient, admin.

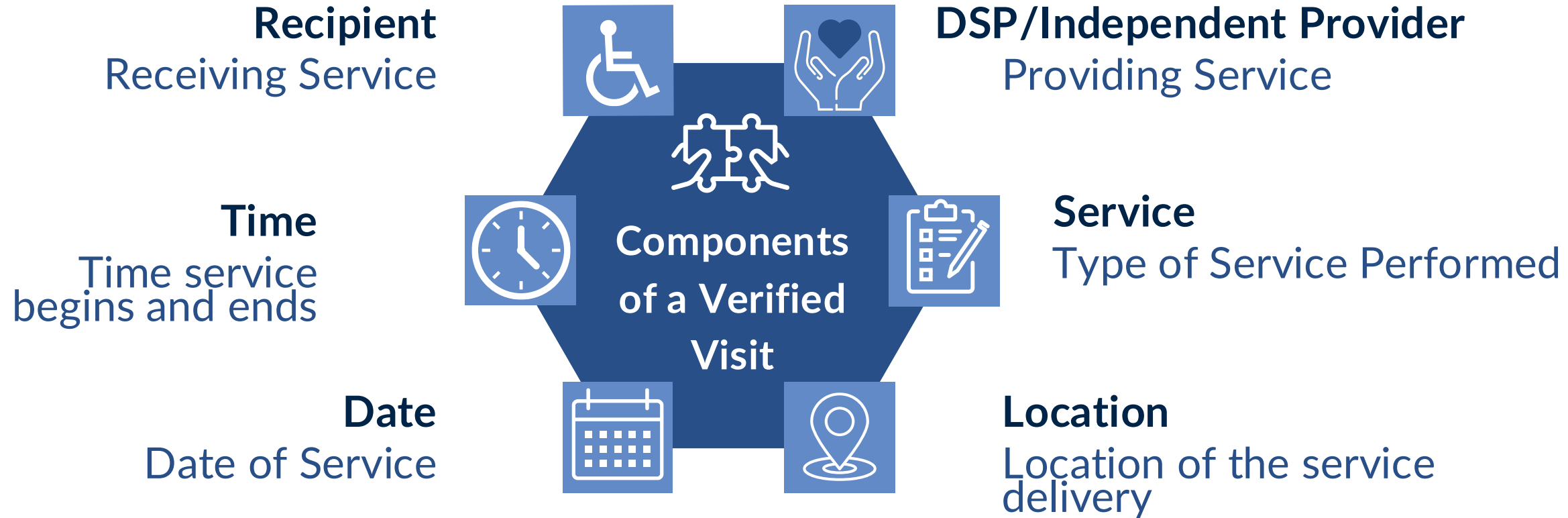




What Happens during the Claims Validation Process?



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



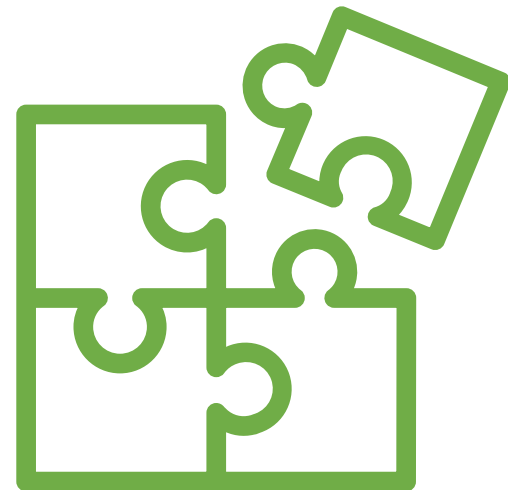


What Happens during the Claims Validation Process?

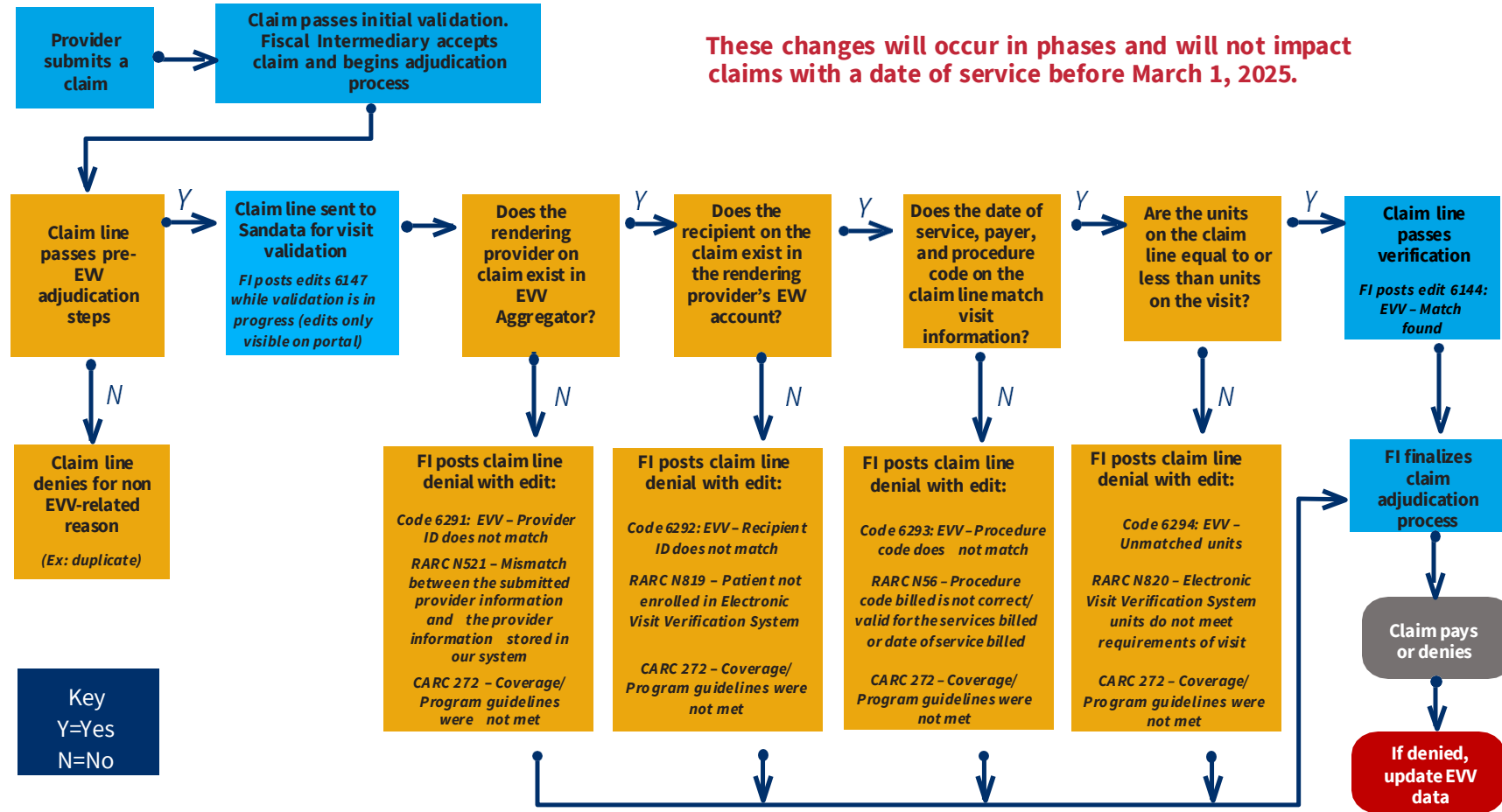
Step 2: Provider performs visit maintenance and resolves any EVV exceptions to turn visit into a verified status.



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



Electronic Visit Verification Claims Process





Resolving EVV Claims Errors

EVV Claim Errors



This comparison table outlines the differences between the error messages displayed in Sandata EVV and those found in the MyCare Claims Lines Subject to the EVV Diagnostics Dashboard, and MyCare 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



Provider ID Does Not Match



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](#)



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_S	SERVICE_V	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	
		2	2	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
		0	0	123456	
		3	3	123456	
		0	0	123456	
		4	4	123456	



Visit Counts By Exceptions

Visit Counts By Status

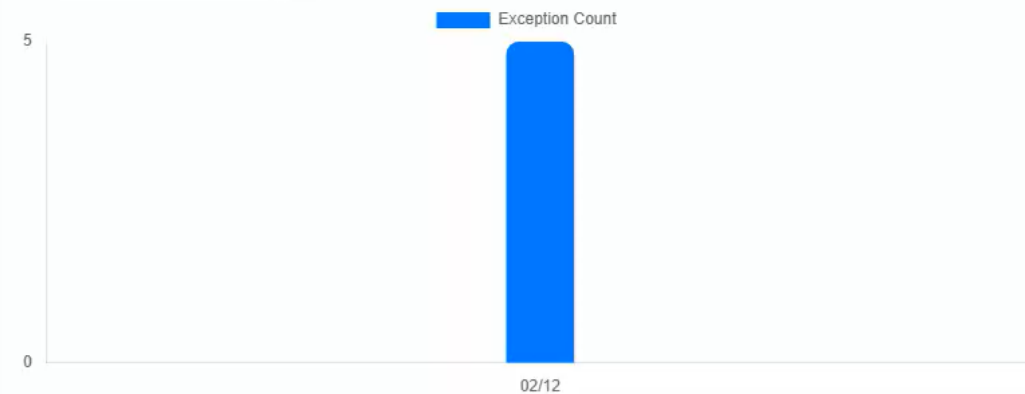
Date Range

Today

Visit Exceptions

Unknown Recipients	0
Unknown DCW/Employees	0
Visits Without Any Calls	1
Visits Without In-Calls	1
Visits Without Out-Calls	1
Late In-Call	0
No Show Exception	1
Missing Service	0

Visit Exception Count Per Day





Recipient ID Does Not Match



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](#)

Run Active Recipients Report

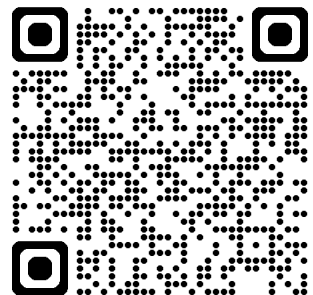


Navigate to **Reports > Daily Reports > Active Recipient Report**

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.

ACTIVE RECIPIENT											
RECIPIENT ID	RECIPIENT MEDICAID ID	RECIPIENT NAME	RECIPIENT SSN	PHONE #	ADDRESS	CITY	ST	ZIP	LATITUDE	LONGITUDE	RECIPIENT ALTERNATE ID
						Columbus	OH				
						Columbus	OH				
						Columbus	OH				
						Columbus	OH				
						Columbus	OH				
						Dublin	OH				
						Galloway	OH				
						Columbus	OH				
						Columbus	OH				
						Bridgeport	CT				
						Columbus	OH				
						Columbus	OH				
						Columbus	OH				
						Columbus	OH				
						Bridgeport	CT				
						Columbus	OH				
						Columbus	OH				
						Hilliard	OH				
						Columbus	OH				

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



Recipient Medicaid ID



< BACK **Doe, Jane** MyC | Active

HISTORY NOT

Recipient ID: [redacted] Medicaid ID: -- | Main Address: 101 Main Street | Phone No: (1 [redacted]) | Main Emergency Contact: --

Personal* **Program** Schedules

MyC - Personal Care Services - Aetna - 10/02/2025 - Authorized

Active

Program Details

Supervisor	-		
Enrollment:	-	EOC Date	-
Created Date:	10/02/2025	Eligibility Begin Date	-
Effective Date:	10/02/2025	Eligibility End Date	-
SOC Date	10/02/2025	Reason For Change	-

Payer Details

Payer Name: Aetna
Rank: 1
Recipient Payer ID: 1111111
Start Date: -

Medicaid ID:
-
Group Number: -
End Date: -

ADD PAYER

Voided Auth. Expired Auth.

ADD AUTHORIZATION

Service Details

Service Name: Personal Care Services Code: T1019 Start Date: 10/09/2025 End Date: 06/19/2026

ADD SERVICE

Authorization Details

Payer: Aetna
Service: S5125
Event Code: NONE- None
Start Date: 10/14/2025

Authorization No: AMP20251014T185624918
Modifiers: -
Format: Hours
End Date: 07/10/2027



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
HHAXchange, 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 > »



Procedure Code Does Not Match (Incomplete Visit)



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](#)

Unauthorized service exception

CREATE VISIT

CREATE CALL

FILTERS

SHOW DISPLAY OPTIONS

EXPORT DATA

APPROVE ALL

DISAPPROVE ALL

Show Legend

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		
Doe, Jane	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

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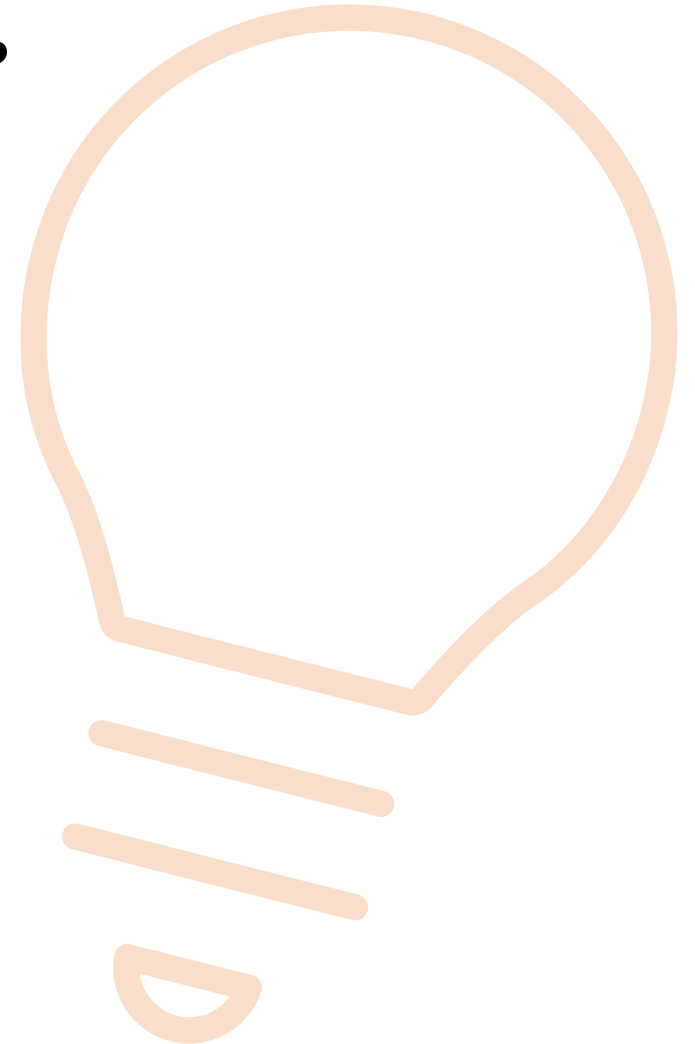


Knowledge Check – Editing an Incomplete Visit



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

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





Procedure Code Does Not Match (Incorrect Service Code)



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](#)



Recipient Program Tab



< BACK **Doe, Jane** MyC | Active

HISTORY NOT

Recipient ID: [redacted] Medicaid ID: -- | Main Address: 101 Main Street | Phone No: (1 [redacted]) | Main Emergency Contact: --

Personal* **Program** Schedules

MyC - Personal Care Services - Aetna - 10/02/2025 - Authorized ✓

Active

Program Details

Supervisor	-		
Enrollment:	-	EOC Date	-
Created Date:	10/02/2025	Eligibility Begin Date	-
Effective Date:	10/02/2025	Eligibility End Date	-
SOC Date	10/02/2025	Reason For Change	-

Payer Details

ADD PAYER

Payer Name: Aetna	Medicaid ID: -
Rank: 1	
Recipient Payer ID: 1111111	Group Number: -
Start Date: -	End Date: -

Service Details

ADD SERVICE

Service Name:	Code:	Start Date:	End Date:	
Personal Care Services	T1019	10/09/2025	06/19/2026	

Authorization Details

ADD AUTHORIZATION

Payer: Aetna	Authorization No: AMP20251014T185624918
Service: S5125	Modifiers: -
Event Code: NONE- None	Format: Hours
Start Date: 10/14/2025	End Date: 07/10/2027

Sandata
Home Care

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

Visit Maintenance / Manage Visits

CREATE VISIT **CREATE CALL**

FILTERS **SHOW DISPLAY OPTIONS** **EXPORT DATA**

APPROVE ALL **DISAPPROVE ALL**

Show Legend

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	12:00 PM	00:41	11:19 AM	12:00 PM	
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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

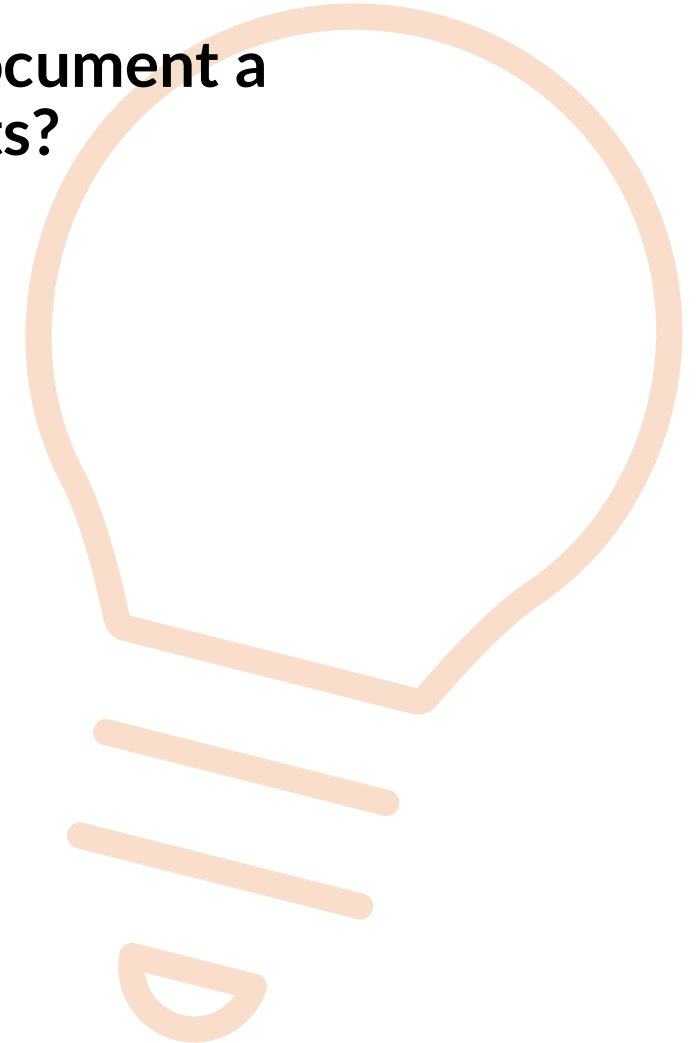
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Knowledge Check – Reducing the Number of Service Options

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





Units Do Not Match



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](#)



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
HHAeXchange, Harold	Dowdrick, Eric	HPC	10/31/2025				11:19 AM	12:00 PM	00:41	11:19 AM	12:00 PM	
Doe, Jane	Dowdrick, Eric	HPC	10/31/2025				11:11 AM	11:19 AM	00:08	11:11 AM	11:19 AM	
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

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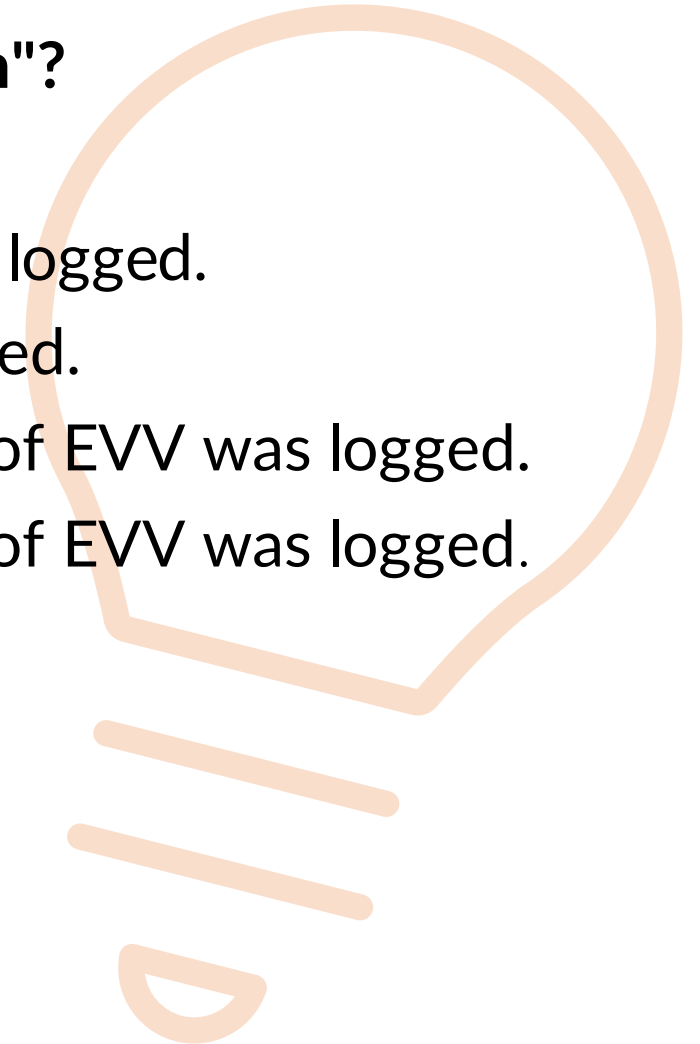


Knowledge Check – Units Do Not Match



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.



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				33	01	02/10/2025 02/10/2025			T1019	20				0	0	Procedure code does not match	
2/18/2025 12:01:24 PM				33	02	02/12/2025 02/12/2025			T1019	20				0	0	Procedure code does not match	
2/18/2025 12:01:25 PM				33	03	02/14/2025 02/14/2025			T1019	20				0	0	Procedure code does not match	
2/18/2025 12:01:25 PM				33	04	02/15/2025 02/15/2025			T1019	20				0	0	Procedure code does not match	



Preparing Your DCW/Independent Providers

➤ Preparing DCW/Independent Providers

You should determine...

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

Training DCW/Independent Providers

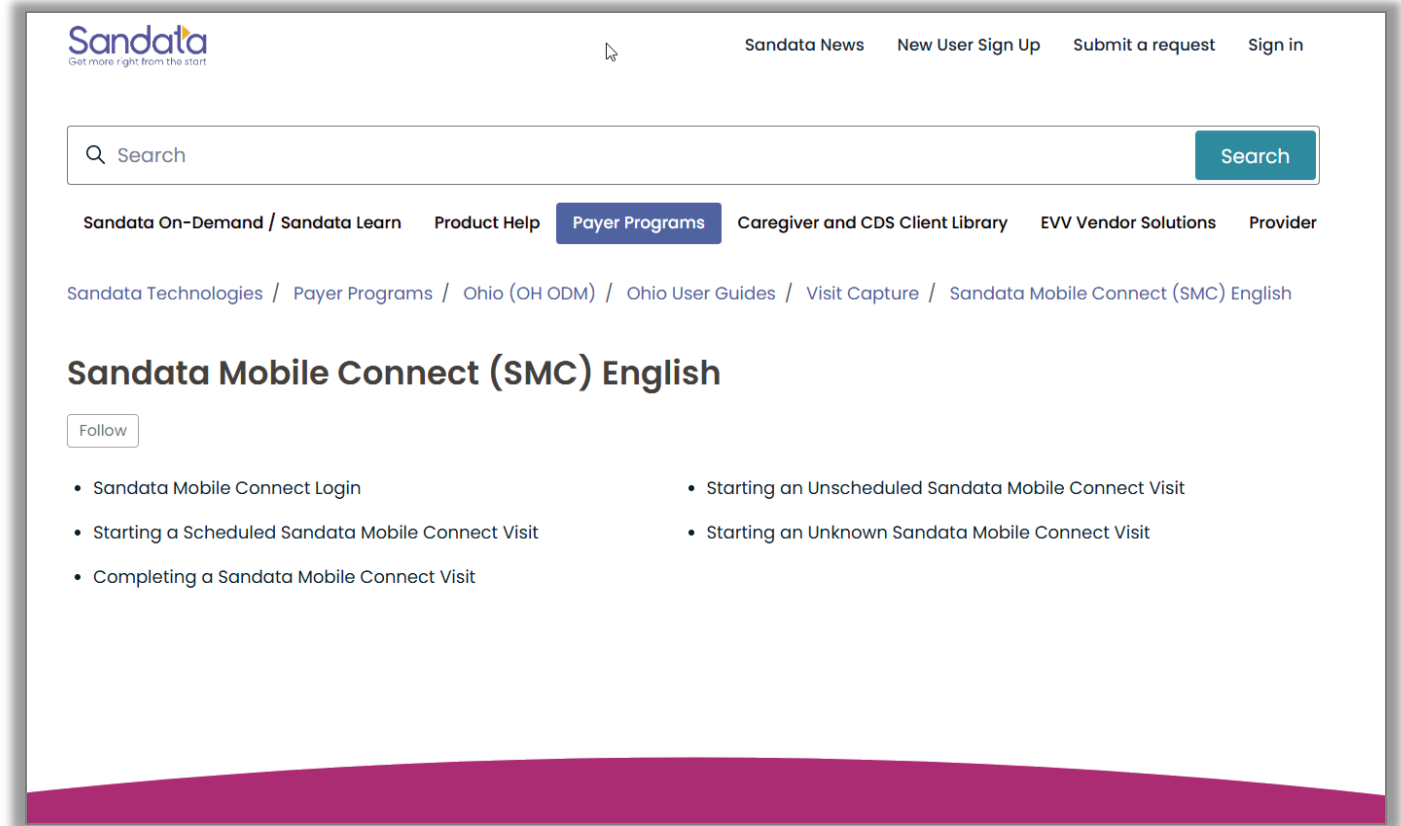
1. Require your DCW/Independent Provider to download the SMC mobile app during training.
2. Take advantage of EVV training tools and provide documentation.
3. Document the recipient ID and leave it in a folder near the phone in the recipient's home.
4. Set expectations and check in.



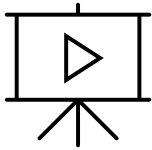
DSP/Independent Provider Training Resource



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

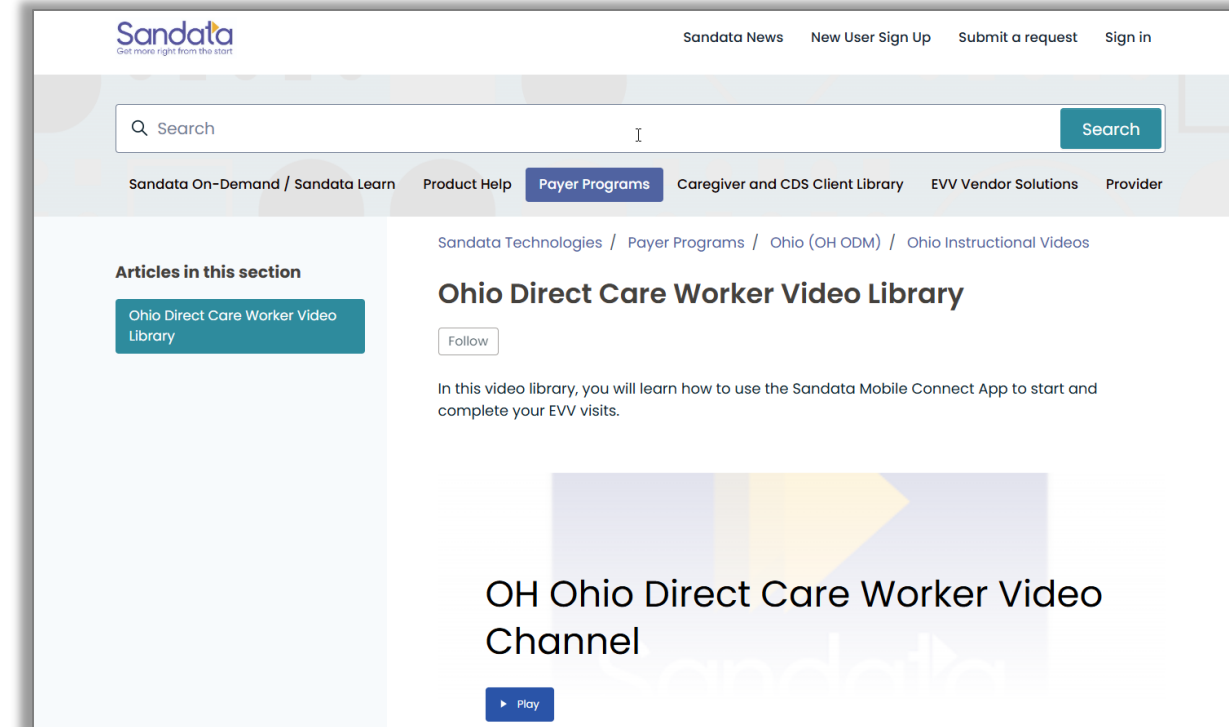


DSP/Independent Provider Video Library



- [Ohio Direct Care Worker Video Library](#)

- Videos on:
 - Starting and completing a visit
 - Resetting and changing a password
 - TVV call in and out





Key Takeaways

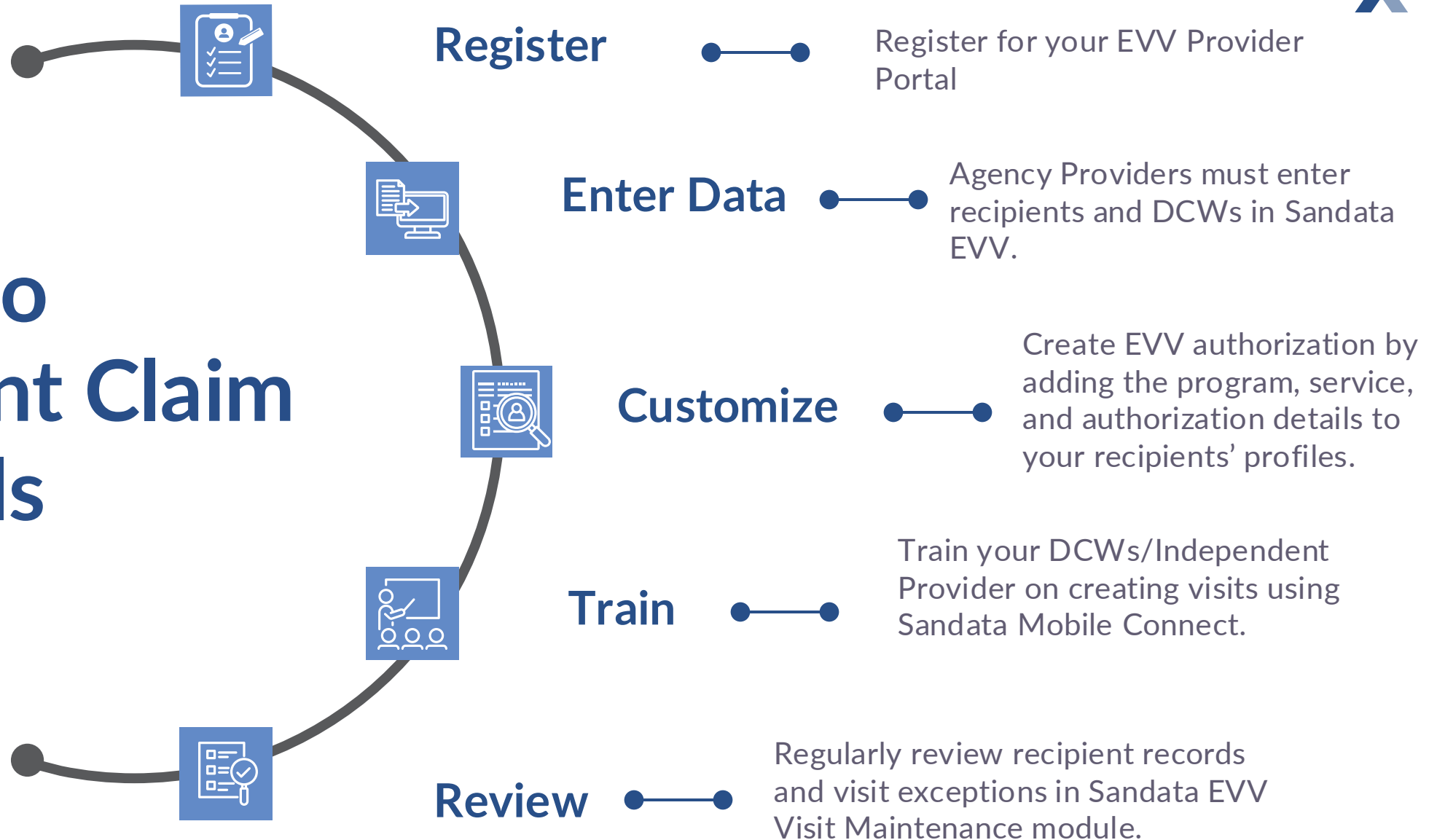
Key Takeaways.



- Claims matching for **Phase 7** MyCare Ohio started for visits with dates of service on **3/1/2026**; 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 DCW/Independent Providers for training to reduce visit exceptions.



How to Prevent Claim Denials





Support & Resources

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 [Independent Provider Checklist](#) or [Agency Provider Checklist](#).





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](#)

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: 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](#)



Ohio Sandata On
Demand Training
Website



Questions?

**THANKS FOR
ATTENDING!**



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