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Mike DeW

## Updated EVV Frequently Asked Questions (7/23/24)

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### Ohio Medicaid Electronic Visit Verification Resources Updated

The [Ohio Medicaid EVV](#) website has been updated with important resources for providers. A revised [Frequently Asked Questions](#) (dated 7/23/2024) document has been posted to the landing page. Below are the questions and answers that have been added.

**Question: I am trying to login to the EVV Portal and Aggregator and am getting a 404 error, what do I need to do?**

**Answer:** The email address in Sandata EVV or the Sandata Aggregator must match the email address in Ohio's Digital Identity Platform, or OH ID system, for the single sign-on (SSO) functionality to work.

If you are experiencing issues accessing the Sandata EVV or the Sandata Aggregator it is possible that the email address used for Sandata EVV or the Sandata Aggregator does not match the email associated with the OH ID login account.

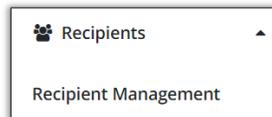
If you work for an agency, please contact your administrator to change the email address in the Sandata system to match the email address associated with your OH ID login account. If you do not work for an agency or do not know your email address in the OH ID login account, please contact the Ohio Medicaid Integrated Help Desk (IHD) at 1-800-686-1516 and choose Option 7.

See "Single Sign-On, OHID" #7 in the FAQ's.

**Question: I can't find a recipient's record, is there something I need to do?**

**Answer:** Locating a recipient record can be done by changing the filter options to see all recipient records. Follow these steps:

1. Select **Recipients**, then select **Recipient Management**.



2. Select the **Filter** option in the upper right corner of the screen.
3. Change the **Status** field to **Select Status**.
4. Select **Apply Filters**.
5. The screen will be refreshed to show all Recipient records.

See "Logging Visits" #6 in the FAQ's.

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