

Electronic Visit Verification Stakeholder Workgroup

April 28, 2025



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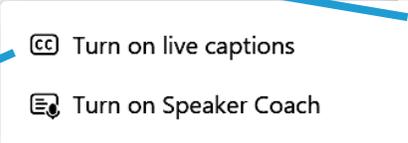
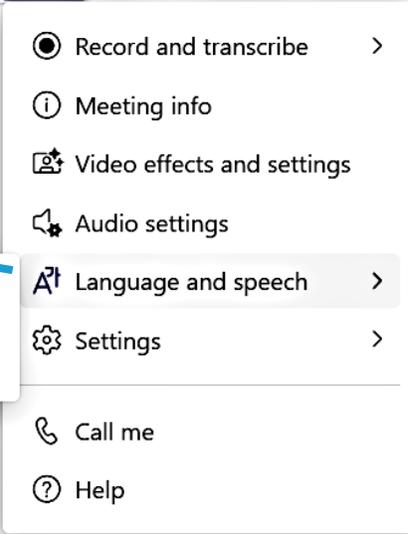
Accessibility (1 of 3)

You can turn on closed captioning for this webinar by following the steps below in Microsoft Teams.

Step 1. Click on the **More** button at the top of the screen.



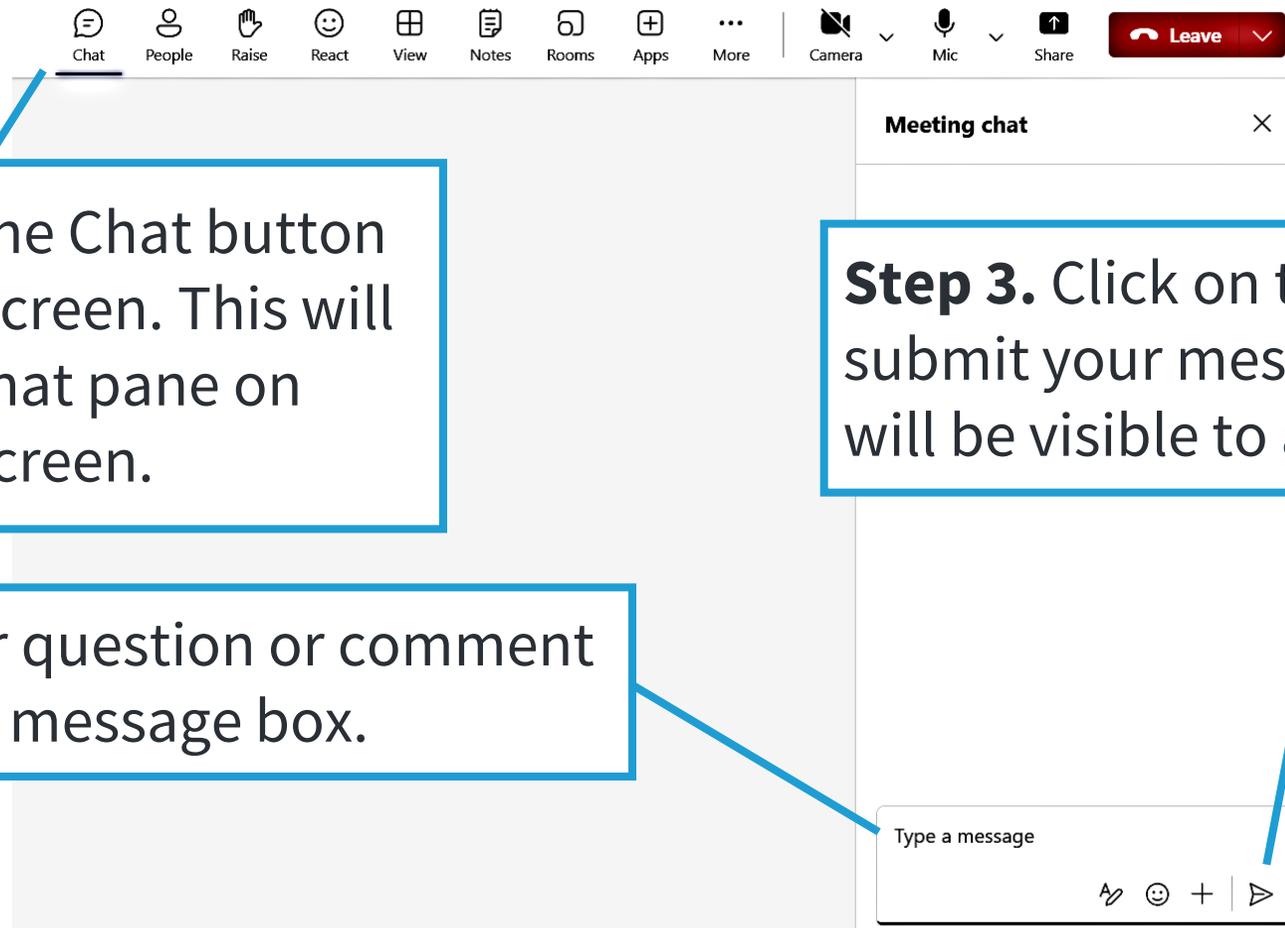
Step 2. Hover your mouse over the **Language and speech** button in the dropdown.



Step 3. Select the **Turn on live captions** button.

Accessibility (2 of 3)

If you would like to submit a question or comment through the chat, please feel free to do so by following the steps below.



Step 1. Click on the Chat button at the top of the screen. This will open a Meeting chat pane on right side of the screen.

Step 2. Type your question or comment in the designated message box.

Step 3. Click on the send icon to submit your message. Your message will be visible to all attendees.

Accessibility (3 of 3)

If you would like to verbally comment or ask a question, please raise your hand by following the steps below.



Step 1. Click on the Raise hand button at the top of the screen. This will notify the presenter that you have a comment or question.

Step 2. Kindly wait for the presenter to acknowledge your raised hand before you begin speaking.

Today's Agenda

- 1** | Welcome and Housekeeping
- 2** | Updates to Electronic Visit Verification Rules
- 3** | Live-In Caregiver Exemption
- 4** | Electronic Visit Verification Discussion
- 5** | Announcements and Resources

Updates to Electronic Visit Verification Rules

OAC 5160-32-02

Electronic Visit Verification Data Collection

- The Ohio Department of Medicaid (ODM) uses an Electronic Visit Verification (EVV) system to collect and maintain data for Medicaid programs and services subject to the EVV program.
- **Data Collection Methods:** Data can be collected via an application on an ODM-provided device or provider-owned device, telephony (phone call to start or end a visit), manual entry (only when necessary), or an alternate certified EVV system.
- **Required Data:** The system captures service type, recipient, date, location, direct care worker, and service start or end time.
- **Global Positioning Functionality (GPS) Functionality:** GPS may be used only if the individual receiving services gives written consent. The individual can withdraw consent at any time.
- The service provider is responsible for making sure all information in the EVV system is correct. Claims cannot be verified for payment until EVV visit data supports the claim.

OAC 5160-32-03

Alternate Electronic Visit Verification Vendor

- An alternate EVV vendor can be used for collecting EVV data, but the state will not cover any costs for its development, approval, testing, or use.
- Agency providers must notify ODM or its contracted entity if they are seeking approval for an alternate EVV vendor and must complete the required training for the alternate system aggregator.
- Agency providers are responsible for making sure the visit data in the aggregator system is accurate and reflects the actual visit, and that billing is supported by this visit data.
- Detailed requirements for becoming an alternate EVV vendor are available on the [ODM website](#). If these requirements are not met, certification may be withdrawn.
- Financial management service (FMS) vendors contracted with ODM, ODA, and DODD must obtain and maintain alternate EVV vendor certifications.
- ODM can request re-approval of an alternate EVV system at any time.

Updates to OAC 5160-32-02 and 03

Currently, OAC 5160-32-02 and 03 only include language around agency providers. ODM is in the process of updating these rules to allow **both** agency providers and independent providers to use an alternate EVV system.



Are there any additional concerns or challenges with the EVV rules to discuss while they are open and under review?

Type your answer in the chat or raise your hand using the features in Teams.

Electronic Visit Verification Live-In Caregiver Exemption

Live-In Caregiver Exemption: Process

If a direct care worker (DCW) lives in the same household as the individual receiving services, they may be exempt from visit logging requirements.

Steps to Obtain Live-In Caregiver Exemption Approval:

- 1** Complete the [online EVV Live-In Caregiver Exemption Request Form](#).
- 2** Upload required documentation to verify shared address.
Examples may include utility bills, current state ID or driver's license, W2, or tax return.
- 3** Verify the direct care worker record and the recipient record are in the Sandata EVV system.
If using an alternate vendor, the records must be sent by the alternate vendor to Sandata and the records must exist in the Aggregator system.

For more information, please refer to the [EVV Live-In Caregiver Infographic](#).

Live-In Caregiver Exemption: Responding to Requests

- ODM staff is working diligently to process all live-in caregiver exemption requests submitted via the online form and paper form. Our goal is to have all backlogged requests processed by 4/30/2025.
- To obtain approval quickly, providers should submit all live-in caregiver exemption requests through the online form going forward.
- Highlighted below is the total number of live-in caregiver exemption requests that ODM has received, processed, and approved as of April 28, 2025.

9,266
Received

8,818
Processed

2,751
Approved

* The received and processed totals above include resubmissions when an initial request was not able to be processed.



Are there any additional concerns or challenges with the EVV live-in caregiver exemption process?

Type your answer in the chat or raise your hand using the features in Teams.

Addressing Challenges in Electronic Visit Verification Discussion



Have you experienced any challenges while interacting with the ODM Integrated Help Desk?

(This includes Provider Network Management and Fiscal Intermediary)

Type your answer in the chat or raise your hand using the features in Teams.

Electronic Visit Verification Announcements and Resources

Schedule of Meetings

EVV Stakeholder Workgroup meetings are held virtually every month.



Upcoming meetings are scheduled for the following days and times:

- **Thursday, May 29 from 2:30 – 4 p.m.**
- Monday, June 23 from 2:30 – 4 p.m.
- Monday, July 28 from 2:30 – 4 p.m.

Do you know someone who may be interested in joining EVV Stakeholder Workgroup meetings to listen in?

They can visit [Electronic Visit Verification](#) for meeting information.

Resources and Additional Information

Slides from today's meeting will be posted on ODM's website.

Please refer to the [EVV webpage](#) for additional information about the EVV program.

Helpful Resources and Trainings

- Live-in caregiver information
 - [Live-In Caregiver Infographic](#)
 - [Online Live-In Caregiver Exemption Request Form](#)
- Sign up for the monthly EVV newsletter using the [ODM Subscriber Form](#).
- Need help with the Sandata system? Register for [office hours](#).
- Questions? Send an email to interagencypolicy@medicaid.ohio.gov.

THANK YOU

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