



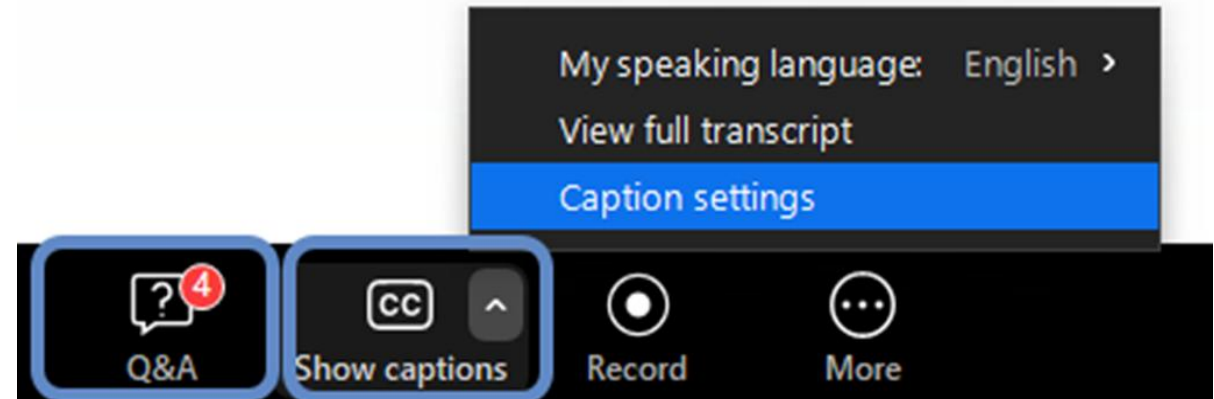
**Ohio Department  
of Medicaid**

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# Alternate Electronic Visit Verification Town Hall Meeting

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March 19, 2026

Sandata



Department of  
Medicaid

# Welcome and Live Event Guidelines

- This presentation will review important Alternate Electronic Visit Verification (EVV) Vendor and Provider information to prepare for successful claims processing with the Ohio Department of Medicaid (ODM).
- Intended audience: Alternate EVV vendors and their agency providers.
- During this live event, please remember to post presentation-specific questions using the Questions and Answers feature.
- Feedback is welcome! You will receive a survey post-webinar to improve this experience moving forward.

# Agenda









1. Electronic Visit Verification Background and Claims Validation
2. Alternate EVV Specifications and Services
3. Reason Code 99 Enforcement
4. Tips, Tricks and Friendly Reminders
5. Resources

# Background and Claims Validation

## Electronic Visit Verification (EVV) Overview

- The 21st Century Cures Act requires providers to use Electronic Visit Verification (EVV) for Medicaid-paid personal care and home health services.
- Direct Care Workers (DCW) working for an agency and independent providers need to record their visits to the person's home electronically to confirm services are provided on time, by the right provider, and in the right amount of time.
- EVV allows the provider to capture the required elements and submit them for processing.
- [Ohio Administrative Code Rule 5160-32-03](#) indicates that Alternate EVV Vendors receive approval/certification before being used in the Ohio Program
  - **NOTE:** ODM may request re-approval of any Alternate EVV system at any time.

# EVV Claims Adjudication Phases

		<b>EVV</b> Claims Adjudication Phases				
PHASE 1	PHASE 2	PHASE 3	PHASE 4	PHASE 5	PHASE 6	PHASE 7
March 1, 2025	June 1, 2025	June 1, 2025	August 1, 2025	October 1, 2025	January 1, 2026	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	IO, 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.*

# Electronic Visit Verification Claims Matching Components

## ELECTRONIC VISIT VERIFICATION CLAIMS MATCHING COMPONENTS

Your claim will match if you have an EVV record with the following six data points



Recipient receiving the service



DCW/Employee providing the service



Type of service performed



Location of the service delivery



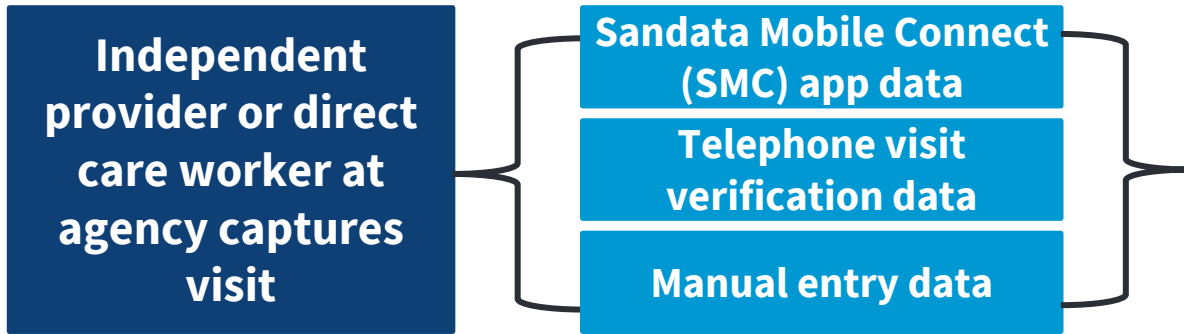
Date of service



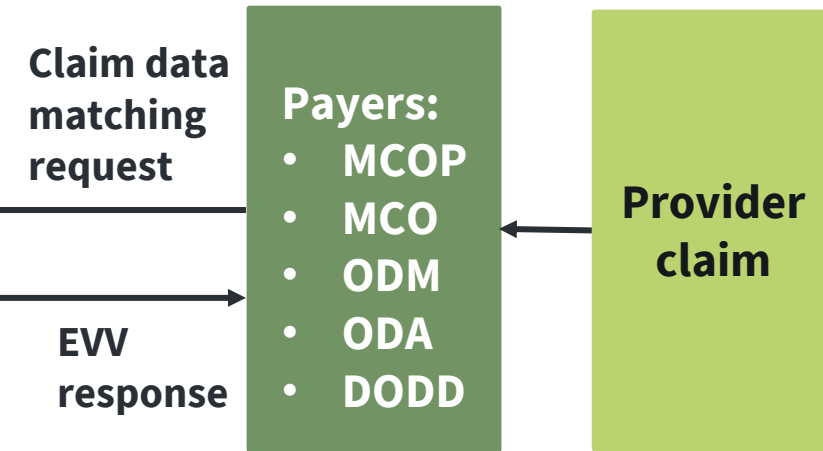
Time service begins and ends

# How It Works

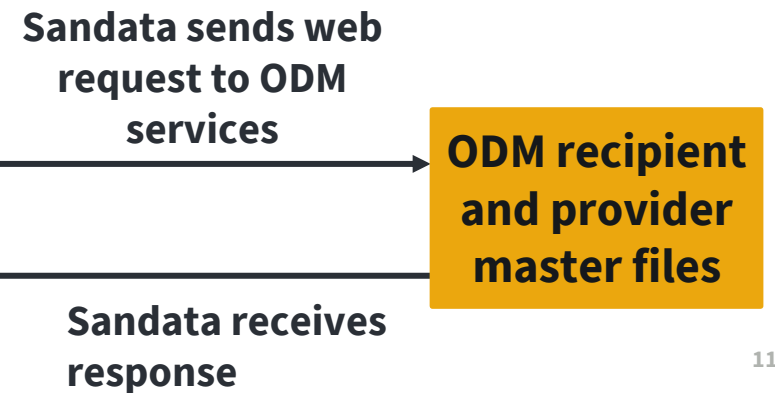
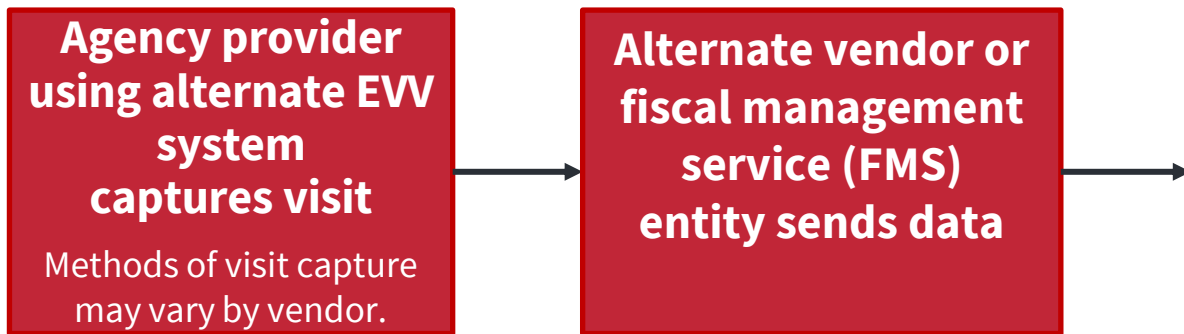
## Sandata EVV System



\* The Sandata Aggregator processes the claim request from the payer by matching it to EVV visits (and recipient and provider master files). It then responds with a notification indicating whether a match has been found or not.



## Alternate EVV System



# Alternate Electronic Visit Verification Integration

## Alternate Electronic Visit Verification System

**Agency provider using an alternate EVV system captures visit**

*Methods of visit capture may vary by vendor.*

**Sandata EVV Aggregator**

Provider data is sent via an integration from Alternate EVV vendors to Sandata Technologies.

Ohio certified Alternate EVV vendors are required to send EVV data to the Sandata Aggregator.

Ohio technical specification documents and Business Requirements are on the [ODM Alt EVV webpage](#).

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# **Alternate Electronic Visit Verification (EVV) Specifications & Services**

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# Alternate Electronic Visit Verification Specifications

The specifications for Alternate Electronic Visit Verification can be located here:

<https://sandata.zendesk.com/hc/en-us/articles/46873592524947-Ohio-ODM-EVV-Vendor-Solutions-Specifications-v4-3>

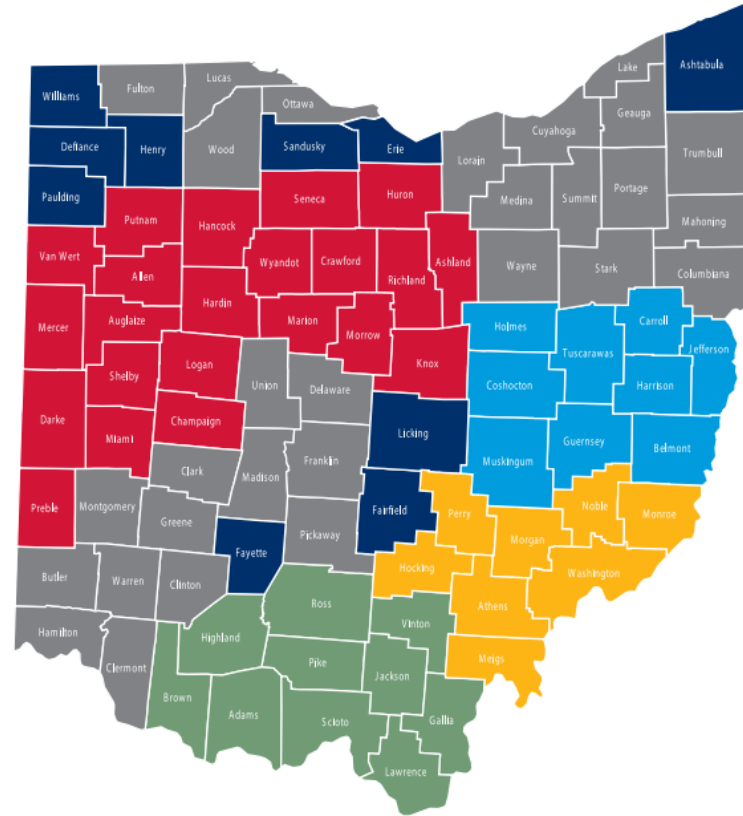
Information on Sandata Aggregator can be found here:

<https://sandata.zendesk.com/hc/en-us/sections/360009403634-Sandata-Aggregator>

## Service Updates

- As of January 1, 2026 Aetna is no longer participating in ANY program requiring Electronic Visit Verification (EVV).
  - Visits for Aetna with dates of service after **12/31/2025** should no longer be sent to the Aggregator.
- United Health Care (UHC) is no longer participating in the MyCare Ohio program.
  - MyCare services on or after 1/1/2026 date of service, with UHC as the Payer will be rejected by Sandata.
- Anthem was added as a MyCare Ohio program payer as of 1/1/2026.
  - Alt Vendors must have added these combos into their systems for services to be captured and sent to the Sandata Aggregator as of 1/1/2026.
- All Services for Alternate EVV can be located in the specifications under Appendix G.

# MyCare County Expansion: [Rollout Plan](#)



**\*Note:** Phase 2 begins by expanding all currently participating AAA regions to bring the counties without MyCare into the program, except for AAA2. Catholic Social Services operates as the PASSPORT Agency Administrator in the non-MyCare Counties within AAA2, so additional time is needed.

## PHASE 1: Previous MyCare Counties

On January 1, 2026, the program started 29 Ohio counties. These include:

**Jan. 1, 2026**

- AAA1: Butler, Warren, Clinton, Hamilton, Clermont
- AAA2: Montgomery, Clark, Greene
- AAA4: Lucas, Fulton, Ottawa, Wood
- AAA6: Franklin, Delaware, Union, Madison, Pickaway
- AAA10a: Lorain, Cuyahoga, Medina, Lake, Geauga
- AAA10b: Summit, Portage, Stark, Wayne
- AAA11: Columbiana, Mahoning, Trumbull

## PHASE 2: Remaining Counties\*

Starting on Apr. 1, 2026, and continuing through 2026, the program will become available across the state. Locate your county to see when the program will be available for you.

**Apr. 1, 2026**

- AAA4: Sandusky, Erie, Henry, Williams, Defiance, Paulding
- AAA6: Fayette, Fairfield, Licking
- AAA11: Ashtabula

**May 1, 2026**

- AAA2: Preble, Darke, Miami, Shelby, Champaign, Logan
- AAA3: Van Wert, Putnam, Hancock, Allen, Mercer, Auglaize, Hardin
- AAA5: Seneca, Huron, Wyandot, Crawford, Richland, Ashland, Marion, Morrow, Knox

**June 1, 2026**

- AAA7: Ross, Vinton, Highland, Pike, Jackson, Gallia, Brown, Adams, Scioto, Lawrence

**July 1, 2026**

- AAA9: Holmes, Tuscarawas, Carroll, Jefferson, Coshocton, Harrison, Belmont, Guernsey, Muskingum

**Aug. 1, 2026**

- AAA8: Hocking, Perry, Morgan, Noble, Monroe, Washington, Athens, Meigs

# Reason Code 99 Enforcement

## Enforcing Reason Code 99

- For each visit change or an initial manual visit, the details of the change(s) made are to be provided. If this element is provided, all elements are required. One record should be provided for each manual change made or initial manual visit.
- As of 4/1/2026 any visit sent on 4/1/2026 or later, that is sent from a third-party vendor to Sandata Aggregator, and has a visit edit reason code other than “99” will be rejected. All manually edited visits will need to have Edit Reason of “99” listed to be accepted for the aggregator.

ReasonCode	<p>The number associated with the reason code.</p> <p>The full list of exception and reason codes is available on the ODM web site and Appendix H.</p>	4	String	Yes	<p>Reject visit if not provided or not the ReasonCode for the Ohio program.</p> <p>Only a value of “99” is accepted.</p>
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Above example from the Visit changes section in the Specifications

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# Tips, Tricks and Friendly Reminders

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# Payer/Medical "True" Authorizations vs. EVV Recipient Authorizations

“EVV authorization” identifies specific EVV services a provider plans to render to a Medicaid recipient and must match the medically necessary care and services approved by a medical provider and confirmed by a payer via a prior authorization notice.

## Payer "True Authorization"

- Payer authorizations are your source of truth. These authorizations may be obtained from medical professionals or case managers.
- When claims are submitted, they will approve/deny depending on this authorization.

## EVV Recipient Payer Information

- In EVV/Aggregator the authorized recipient payer/program/service determines if an Unauthorized Service exception appends to the visit.
- The recipient payer/ program/service sent to the Aggregator determines if an Unauthorized Service exception appends to the visit. This is equivalent to the EVV Recipient Authorization Sandata users enter into the system.

# Unauthorized Service Exceptions

The “**unauthorized service exception**” is an “informational only” exception in Aggregator. A provider does not have to make corrections to recipient's authorizations for visits to show as “verified” within their aggregator.

**Visit Review** Account: [redacted] LOG OUT

\* Indicates required field

AGENCY: PROVIDER TEST RECIPIENT: DOE, JOHN MEDICAID ID #: Enter Medicaid ID # DCW/EMPLOYEE: Enter DCW/Employee DCW/EMPLOYEE SSN 000-00-0000: Enter DCW/Employee SSN

DATE RANGE \* MM/DD/YYYY: 09/15/2025 to 09/15/2025 VISIT STATUS: All FILTER VISITS BY: All Exceptions

Buttons: Q SEARCH, CLEAR, EXPORT

ROWS PER PAGE: 50

Showing 1 to 1 of 1 entries

Recipient Name	DCW/Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Units	Actions
Doe, John	Jane, Mary	SPHH Aide (G0156)	09/15/2025				06:49 AM	08:57 AM	02:08	06:49 AM	07:49 AM	01:00	01:00	Verified	<input type="checkbox"/>	4	

Showing 1 to 1 of 1 entries

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this is mock data for educational purposes only

# Avoid Duplicate Visit Records

- Duplicate visits are visit records with the same Recipient, Direct Care Worker (DCW), service, Visit Date and Start Time (Call In/Adjusted In).
- Claims Validation does not recognize visit records when a duplicate exists
  - This will return an error on the claim validation response back to the payer resulting in a claim denial.

Recipient Name	DCW/Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill
Bing, Chandler	Burrito, Steak	OHCW PCA (T1019)	02/02/2026				08:00 AM	12:00 PM	04:00	08:00 AM	12:00 PM		04:00	Verified	<input type="checkbox"/>
Bing, Chandler	Burrito, Steak	OHCW PCA (T1019)	02/02/2026				08:00 AM	10:00 AM	02:00	08:00 AM	10:00 AM		02:00	Verified	<input type="checkbox"/>

# How to resolve Duplicate Visit Records

- Providers will need to review their Aggregator accounts to ensure there are no duplicate visits
  - If one exists, they will need to have one duplicate visit Omitted by having the vendor send a BillVisit value of false on the duplicate visit that needs to be removed.

Recipient Name	DCW/Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Units	Actions
Bing, Chandler	Burrito, Steak	OHCW PCA (T1019)	02/02/2026				08:00 AM	12:00 PM	04:00	08:00 AM	12:00 PM		04:00	Omit	<input checked="" type="checkbox"/>	16	
Bing, Chandler	Burrito, Steak	OHCW PCA (T1019)	02/02/2026				08:00 AM	10:00 AM	02:00	08:00 AM	10:00 AM		02:00	Verified	<input type="checkbox"/>	8	

## Sending an Omitted Visit Record

- To omit a visit within the Sandata Aggregator, This needs to come from your Alt EVV vendor as outlined in the [Sandata Alt EVV Technical Specifications](#). In the General Visit segment, there is a field called “BillVisit”; this needs to be sent with a value of “False” in order to omit duplicate visits.

BillVisit	If the visit is going to be billed, should be sent with the value of “true.” Otherwise, the value is “false.”	5	Boolean	No	If null, system defaults to “true”
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Above example from the Visit General Information section in the Specifications

# How to Locate a Visit External ID

- Under the Visit Details General Screen you can locate the External ID for a visit.
- This value can display in a different format depending on your vendor solution.
- Visit External ID's can be useful when working with your vendor software to correct a visit record.

<b>GENERAL</b>	SCHEDULED START TIME	SCHEDULED END TIME		
RECIPIENT	None	None		
DCW/EMPLOYEE	FROM DATE	TO DATE	VISIT TIME ZONE	VISIT STATUS
AUTHORIZATIONS	02/24/2026	None	US/Eastern	Verified
CALL LOG	CALL IN	CALL OUT	CALL HOURS	UNITS
EXCEPTIONS	08:00 AM	None	None	4
GPS	ADJUSTED IN DATE	ADJUSTED OUT DATE		
MEMO	02/24/2026	02/24/2026		
CLAIMS	ADJUSTED IN TIME	ADJUSTED OUT TIME	BILL HOURS	
HISTORY	08:00 AM	09:00 AM	01:00	
	AGENCY ID	AGENCY NAME		
	25090	Test p1 to p2 Agency		
	PAYER	PROGRAM	SERVICE	GROUP VISIT CODE
	ODM	OHC	OHCW PCA (T1019)	None
	RECIPIENT VERIFIED TIME	RECIPIENT VERIFIED SERVICE	RECIPIENT SIGNATURE	
	No	No	No	
	VISIT SOURCE	SCHEDULE ID	EXTERNAL ID	<input type="checkbox"/> DO NOT BILL
	SANDATA	None	None	

This is mock data for educational purposes only

## Always Review your Visit Review in Aggregator

- When you are ready to submit claims, you will want to access your Sandata Aggregator account to ensure the following:
  - No duplicate visits
  - Units are reflected correctly
  - Visits show in a verified status
- As a best practice, the visit details within the Visit Review module on Sandata Aggregator. You will want to ensure that your visit data is entered into your correct EVV accounts based on your Medicaid ID before you submit billing.
- All visit records **MUST** include at least one or more call records, even if it's a manual call.

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# Helpful Resources

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# Helpful Resources

- ODM EVV Website
  - Includes resources for Alternate EVV providers and vendors in the [Information for Providers](#) section
- Knowledge Content
  - Includes [EVV Vendor Solutions FAQ](#)
  - Sandata Aggregator self-service [training materials](#)
  - Reason Code 99 edit [Alternate Electronic Visit Verification Specifications](#) in appendix H.
- Sandata OH Alternate EVV support [OHAltEVV@sandata.com](mailto:OHAltEVV@sandata.com) or 844-289-4246
- MyCare County Expansion [Roll Out Plan](#)

# Glossary of Terms

<b>Acronym</b>	<b>Meaning</b>
SMC	Sandata Mobile Connect
EVV	Electronic Visit Verification
Alt EVV	Alternate Electronic Visit Verification
ODM	Ohio Department of Medicaid
DCW	Direct Care Worker
DoS	Date of Service
IPs	Independent Providers
ADA	Americans with Disabilities Act
UHC	United Health Care

## Glossary of Terms (continued)

<b>Acronym</b>	<b>Meaning</b>
HHS	Health and Human Services
DoDD	Department of Developmental Disabilities
AGE	Department of Aging
FFS	Fee for Service
MCE	Managed Care Entity
FMS	Financial Management Service
ID	Identifier

# QUESTIONS?

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[medicaid.ohio.gov](https://medicaid.ohio.gov)

# THANK YOU

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