Electronic Visit Verification Reminder

Dear Provider,

On a recent report from Ohio Department of Medicaid (ODM), your office was shown to have a high volume of claims that did not go through Electronic Visit Verification (EVV). Your office must utilize the ODM established EVV system for the following services:

- Private Duty Nursing

- State Plan Home Health Aide

- State Plan Home Health Nursing

- RN Assessment

- Waiver Nursing

- Waiver Personal Care Aide

- Waiver Home Care Attendant

Continued non-compliance with OAC 5160-1-40 will be reported to the Ohio Department of Medicaid and potentially impact your ability to serve Aetna Better Health of Ohio members in the future

Electronic Visit Verification

EVV is a program mandated for certain home health and community-based services to be used by caregivers to document the time services begin and end. The Ohio Department of Medicaid supplies an EVV system at no cost to all providers through a company called Sandata. Agency providers may choose to use an alternate EVV system.

As a reminder, there are three ways to capture a visit:
• Mobile app: An application on a Sandata provided device or a device owned by the caregiver or provider. This is the preferred option.
• Telephony: Uses a dedicated phone line providers call into from any phone.
• Manual visit entry: Uses a computer to directly enter a visit into the EVV system.

Claims

While Aetna Better Health of Ohio currently pays these claims, we do include a remittance note that in the near future Aetna could be implementing new policies/procedures that would affect this determination. This means that any claims that do not have an affiliated EVV visit recorded may be subject to denial in the future.

Resources

There are several resources available to help your office in registering with Sandata or properly validating claims. Through ODM, there is the **EVV main website**. Through the website, you can access **trainings**, **fact sheets**, **FAQs**, **newsletters**, and impacted **service codes**. Through Aetna, you can find more information on our **EVV website**.

Again, while your claims are currently unaffected and are being paid, not completing EVV will cause claims to deny once ODM fully implements the EVV program. This also carries the risk of not being able to serve Aetna Better Health of Ohio members in the future.

Your best direct contact for answers to EVV questions is to reach out to Sandata at **ODMCustomerCareEmail@sandata.com** or to Ohio EVV team at **ODMEVV@sandata.com.**

If you have any question about Aetna's provider resources, please reach out at **OH_ProviderServices@aetna.com** or at **1-855-364-0974 (TTY: 711).**

Sincerely,

Provider Services
Aetna Better Health of Ohio

Expanded Links

ODM EVV Main site: https://medicaid.ohio.gov/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification

Agency Training: https://www.sandatalearn.com/?keyname=ODMEVVnonagencyphase3

EVV Fact Sheet: https://medicaid.ohio.gov/static/Families%2C+Individuals/Programs/EVV/Documentation/FactSheet.pdf

Frequently Asked Questions: https://medicaid.ohio.gov/static/Providers/EVV/Main/FAQforEVV.pdf

EVV Newsletter:
https://medicaid.ohio.gov/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification/newsletters/evv-newsletters

Services Subject to EVV: https://medicaid.ohio.gov/static/Providers/EVV/Providers/Covered-Programs-and-Services.pdf

Aetna's EVV page: https://www.aetnabetterhealth.com/ohio/providers/resources/evv