

EVV Electronic Visit Verification REQUIRED TRAINING

EVV is a system Ohio Medicaid has chosen for providers to sign in and sign out of each shift. Sandata is provided free for providers in Ohio DoDD Homemaker Personal Care providers are included in the Phase 2 of Ohio's system. The effective date for Phase 2 is August 5, 2019. For more information on EVV and why it is required, please visit <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification>.

Providers must register and attend the training provided by Sandata. During this training providers will be given an identifying number for their entries. The link to find registration options are available on Sandata's web site: <https://www.sandatalearn.com/#/signup>. The Licking County Board of DD cannot provide you with a certification for this training.

You will need a key code for that web site:

ODMEVVNonAgencyTrainingPhase2

Please copy or type that entire code.

Upon completion of the training, be sure to print and save the certificate.

An Email will be sent to welcome you to the system. This Email is very important. Read it in its entirety. Follow each step and the instructions in the links provided. One of those links will be to the eTrac web site. Look for the Welcome tab. This will have a link to a letter with instructions for each of the web sites/apps that you will utilize for EVV.

Print that letter; you will need it to take notes. For each of the four web sites/apps that Sandata requires, use the username they provide. Log in using the password on the letter. You will then need to change your password for each of those sites. One password requires 12 digits passwords must contain:

1. At least one uppercase and one lower case letter
2. At least one number
3. A special character like !, @, #, \$, %, ^, &, *, (,), etc.

You can make all of the passwords the same if you make them 12 digits to begin with.

No one at the County Board can look up your user name or password. We cannot correct errors with the software or provided phones. We can help with how the system works.

You can use the same device to call in and call out for multiple people. Multiple providers can use the same device to call in and call out. You can use a private cell phone to call in and call out. You can call in on one device and call out on another.

To use a private cell phone you will need to download the free Sandata mobile connect app to do so. Information entered into the EVV system is saved on a database on the Internet. The phone does not contain the database or the entries.

For help with a device or the EVV portal, call 855-805-3505

General EVV questions, leave a message 614-705-1082

ODM Provider Assistance to update your contact information with Medicaid 800-686-1516