



## Electronic Visit Verification (EVV) Provider Set-Up

1. Associate your assigned Medicaid number to your EVV account at <https://evv-registration.sandata.com/provider-registration>
  - Choose the Ohio Department of Medicaid from the drop-down menu
  - Independent providers TIN/EIN is your social security number
  - Video tutorial available here: <https://sandata.wistia.com/medias/45yqggu8rc>
2. Add two-step verification to your OH|ID if not done previously at <https://ohid.ohio.gov>.
  - Refer to instructions on page 17 of the guide found at <https://sandata.zendesk.com/hc/en-us/articles/30889612654867-OHID-MFA-Job-Aid-Assistance-For-Ohio-Providers-NAP-s>
3. Log into the Sandata EVV Portal at <https://sandata.zendesk.com/hc/en-us/sections/8009092910867-Ohio-OH-ODM> to add **AND** activate clients. This must be done online before clients will show up in the Sandata phone app.
  - If more than one provider account is listed upon login, do **not** choose the Aggregator account option.
  - Payer = DODD; Program = DD. Client Payer ID can be left blank.
  - For assistance adding and then activating Recipients (clients), directions can be found at <https://sandata.zendesk.com/hc/en-us/articles/30711499281043-Creating-a-New-Recipient>
4. Download the *Sandata Mobile Connect* app on your phone. Disable GPS tracking for the app in your phone settings unless you have written consent from the individual to use GPS.
  - Video tutorials for using the app are available here: <https://sandata.zendesk.com/hc/en-us/articles/37201226544147-Ohio-Direct-Care-Worker-Video-Library>
5. **Optional:** Visit eTRAC at <https://etraconline.net/login> if you need to request a device to use or you plan to use Telephone Visit Verification (TVV) to capture visit data.
6. Use the EVV *Sandata Mobile Connect* app to capture visits when providing services.
7. Monitor weekly billing reports in eMBS for EVV errors.
  - Troubleshooting EVV errors help available here: <https://sandata.zendesk.com/hc/en-us/articles/38478916558995-Ohio-Claims-Validation-Handling-Claims-Denials>

**Daily virtual EVV office hours are available with Sandata for assistance with setup. Register here:** <https://sandata.zendesk.com/hc/en-us/articles/34610965471507-Office-Hours-for-Ohio>

NOTE: Agency providers using an **Alternate EVV System** can find setup instructions at <https://medicaid.ohio.gov/resources-for-providers/special-programs-and-initiatives/electronic-visit-verification>

EVV Live-In Caregiver Exemption Request: <https://medicaid.ohio.gov/home/evv-exemption-request>