



Dear Provider:

You have been identified as a provider with an active Medicaid contract to provide services that are subject to Electronic Visit Verification (EVV) requirements. The Ohio Department of Medicaid (ODM) would like to clarify expectations regarding EVV during the COVID-19 emergency. Providers of EVV-eligible services should use best efforts to continue using EVV during this crisis. The following adjustments, however, apply during the time of the state of emergency related to the COVID-19 pandemic:

- The EVV training requirement for new providers is suspended. This means new providers do not have to take EVV training and submit a training completion certificate before completing their enrollment process. However, any new provider of EVV-eligible services during this time will need to take EVV training after the COVID-19 crisis has passed, if they wish to continue to be a Medicaid provider.
- The requirement for providers to capture client verification after an EVV-eligible visit is temporarily suspended. Temporarily relaxing this requirement is intended to assist with safe physical distancing practices by removing the need to pass a device between the caregiver and individual at the end of a visit. While the verification requirement will continue to appear on the device screen, the caregiver can select "Skip Verification" when ending the visit in the Sandata Mobile Connect (SMC) application. If providers are logging an EVV visit over the phone using telephony, they can simply hang up on the *Call Out* when they get to the client verification prompt.
- The Sandata system also will suspend the Client Signature Exception, the Visit Verification Exception, and the Service Verification Exception at this time. These exceptions will be put back into place after the emergency is over. The exceptions will be turned off as of Tuesday, March 31. In the meantime, providers are not required to clear the Client Signature Exception, Visit Verification Exception, or Service Verification Exception.

No claims are being denied because of EVV at this time. ODM will use EVV and logged visits to help ensure that individuals continue to receive services throughout this emergency and identify individuals who may not be receiving expected services. Thank you for your efforts and cooperation during this time. If you have questions regarding EVV, please reach out to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov). If you have questions about COVID-19, visit <https://coronavirus.ohio.gov>, or call 833-427-5634 (833-4-ASK-ODH).