Ohio | Department of Medicaid

Mike DeWine, Governor
Jon Husted, Lt. Governor

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EVV Resources & Contacts   4/12/2022

Resource Title	Description
ODM EVV Fact Sheet *pdf document*	One page summary of the EVV program for providers, agency staff, case managers, and others.
ODM EVV page *webpage*	The general ODM EVV webpage for providers and stakeholders.
EVV Newsletters *Webpage*	Monthly EVV newsletters highlighting program changes/updates. ▪ Subscribe to ODM EVV communications.
EVV Webinars *Webpage*	The ODM EVV team hosts monthly webinars and post the recording and slides from each webinar. Upcoming and historical webinars can be found on the ODM EVV webpage.
EVV Tools and Helpful Documents *Webpage*	ODM webpage for helpful documents on the EVV program, Sandata system, telephony, devices, payor systems and Zendesk Sandata help desk portal.
Programs and Procedure Codes Included in EVV *pdf document*	List of covered programs and services subject to EVV requirements, listed by payor.
Time to Units Conversion *pdf document*	Time to units' conversion for EVV services, by payor.
Sandata Help Desk Ticketing portal – Zendesk *Webpage*	Helpdesk portal to access open and historical tickets submitted by users to Sandata and the ODM EVV team.

Contacts	Types of Questions Fielded
Sandata EVV Provider Hotline ODMCustomerCareEmail@sandata.com 855-805-3505	▪ Technical questions ▪ Device help ▪ Getting started with EVV ▪ EVV Visit Maintenance
ODM EVV Team ODMEVV@sandata.com 614-705-1082	▪ EVV policy questions ▪ Services subject to EVV ▪ EVV and claims matching logic ▪ Alternate EVV requirements
Virtual 1:1 with Sandata Trainer (Sessions are for providers who have completed the required EVV training)	▪ How to get started with EVV ▪ EVV Visit exception handling ▪ EVV System help
Virtual Office Hours Open forum to discuss EVV questions.	▪ Visits not changing to processed status ▪ Claims matching issues
ODM Provider Assistance 800-686-1516	▪ Questions on account in MITS ▪ Billing questions ▪ Identify provider Medicaid provider ID ▪ Updating contact information
Medicaid Fraud medicaidfraud@medicaid.ohio.gov 800-282-0514	▪ To report suspected or potential Medicaid fraud and abuse