



Network Notification

Notice Date: June 7, 2019
To: Ohio Medicaid and MyCare Providers
From: CareSource
Subject: Electronic Visit Verification Training Update

Summary

CareSource is informing you of updates regarding Ohio Department of Medicaid's (ODM) Electronic Visit Verification (EVV) Training. ODM has provided clarification to help providers understand how to successfully engage in and complete the training, required before EVV Go-Live on Aug. 5, 2019.

EVV will be mandatory for Phase 2 services on Aug. 5, 2019. We are partnering with the Ohio Department of Medicaid (ODM) to get the word out about EVV and the training you are required to take. If you are a new EVV user, you must complete the training before you can access the EVV system. You can begin using the system as soon as the training is completed so you can become familiar with it before Aug. 5, 2019.

There are several types of trainings you can choose from:

- Instructor-led classroom training – offered in seven different locations across Ohio
- Instructor-led webinar training – offered online
- Self-paced online training – offered online

Classroom and webinar training are only offered until Aug. 3, 2019. The feedback from providers has shown classroom and webinar training as the most effective ways to train. Visit <https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification/Training> to sign up for the training.

Agency and non-agency providers have separate trainings. Please be sure to sign up for the training that applies to you. To sign up for the training, you **MUST** have your ODM issued Provider Medicaid ID. If you are unsure what your ODM issued Medicaid Provider Medicaid ID is, please contact our Provider Services Department at **1-800-488-0134** (Monday to Friday 8 a.m. to 6 p.m. Eastern Standard Time) for assistance locating your number.

If you experience any trouble registering for the training, please contact the EVV Provider Hotline at 855-805-3505. If you have general questions about EVV, feel free to reach out to the ODM EVV Unit at EVV@medicaid.ohio.gov.”

Please also see previous CareSource Network Notifications about Electronic Visit Verification Training for more information:

- [Electronic Visit Verification Training Update \(May 6, 2019\)](#)
- [Electronic Visit Verification \(EVV\) Training Update \(March 12, 2019\)](#)
- [Electronic Visit Verification Reminder \(November 6, 2018\)](#)

Clarification

ODM has provided responses to questions they have received from providers about completing EVV training.

Q: How do I know if I need to complete Phase 1 or Phase 2 Training?

A: If you are a Phase 1 provider and you have completed Phase 1 training, you should not complete the Phase 2 training. You will receive bridge training from ODM that will provide a tutorial on the new functionality in the system.

As a Phase 1 provider, if you complete Phase 2 training, you will not receive new credentials or a welcome kit. You will receive access to new call reference guides made available on ODM's EVV web page.

If you are a provider who has not completed any training, regardless of what category you fall in, you will be required to take the full Phase 2 training. Once you have completed that training, you will receive an email from ODM (approximately one day later) containing log-in information.

Q: What is my log in information to register for training?

A: It is extremely important for you to input your ODM-issued provider ID when registering for training. The system will not recognize your Medicare ID, DODD, ODA ID, or NPI, and you will not receive credit for the training if you use those IDs. To identify your ODM-issued provider ID, visit ODM's website at <http://medicaid.ohio.gov/EVV>.

Q: Why did I receive an email indicating I have not completed training when I have?

A: If you received an email indicating you have not completed training after you have completed it, most likely you did not input the correct ODM-issued provider ID. The system will not identify you unless you use your ODM ID. If you did not use the correct ID, you can call the EVV Provider Hotline (855-805-3205) to get your ID corrected. However, first you must retrieve your ID from ODM's website at <http://medicaid.ohio.gov/EVV>.

Q: Why am I receiving EVV emails if I am not in the EVV program?

A: If you are a community/resource provider – Meals on Wheels, daily billing, shared living, on site/on call, etc. – you may be receiving emails from ODM about EVV, even if you are not in the program. This is because ODM is sending this information to all Medicaid providers. If you have questions about whether you should be in the EVV program or not, you can access information about excluded and included services on ODM's website at <http://medicaid.ohio.gov/EVV>.

Importance

EVV is an electronic system that verifies when provider visits occur and documents the precise time services begin and end. ODM began using this system for many home and community-based services on Jan. 8, 2018. As of Aug. 5, 2019, all providers who are providing Phase 2 EVV-eligible services must be using EVV and will be required to complete the training before then. Please see ODM's EVV FAQ for more details about EVV.

Resources

For more information and instructions on how to use the training registration tool or for more details about EVV Go-Live, please visit the ODM EVV Resource Page. If you have any questions about training, please call the EVV Provider Hotline at 855-805-3505.