



## Electronic Visit Verification

As we prepare for the next phase of ODM's electronic visit verification program, we've captured some best practices to help you stay compliant and denial free.

### Electronic Visit Verification (EVV) Do's

- ☐ Providers should attend EVV training with Sandata and upload the certificate to ODM's Provider Network Module.
- ☐ Use a certified EVV vendor to ensure compliance with ODM if using an alternate system for capturing EVV.
- ☐ Ensure your claims data matches what was logged in EVV – things like total units, member details, provider details, and procedure codes should match what was entered in Sandata.
- ☐ Only use approved EVV systems such as Sandata's online platform or app to capture visit information for patients in your care.
- ☐ Review your reports in Sandata to ensure visit accuracy before submitting claims.
- ☐ Reach out to ODM via the EVV hotline if you have questions or issues submitting claims to Sandata.
- ☐ Make sure to submit claims that have multiple dates of service with a corresponding EVV entry for each date in Sandata prior to submitting the claim to avoid payment issues.
- ☐ Verify visits regularly to ensure payment accuracy.

### Electronic Visit Verification Don'ts

- ☐ Don't skip EVV training – completing the training is a requirement for accessing and using the EVV system.
- ☐ Don't submit any eligible EVV claims without logging the corresponding data in Sandata to prevent getting claim denials.
- ☐ Don't leave off key information from your claim – it's important to ensure all EVV data elements are on your claim such as member information, # of units, and appropriate procedure codes and modifiers, as well as the correct rendering provider.
- ☐ Don't forget to have the right tools with you when you log your patient visits with Sandata, as different information may be required for Telephony versus the Sandata app or logging into the platform.
- ☐ Don't use EVV systems that aren't approved by ODM to log your visits – remember, only approved devices and systems can capture compliant EVV data.
- ☐ Don't forget to log in at the start of your patient visit and log out once your visit is complete.
- ☐ Don't forget to correct any errors or ignore system exceptions in Sandata to avoid getting denials.
- ☐ Don't forget to regularly review and verify EVV visits using report tools and the Sandata Aggregator to ensure accuracy and avoid payment issues.
- ☐ Don't neglect provider and contact data – we recommend that you review this information regularly to ensure there are no issues with access to the EVV portal or claims payment.
- ☐ Don't forget to use Sandata Aggregator system to search for and review EVV visits to address errors or exceptions prior to submitting claims.
- ☐ Don't skip logging all services in the EVV systems – multiple dates of service should have a corresponding EVV visit logged to match all services performed.



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