

Dear Providers,

Aetna has been made aware of high levels errors with claims requiring Electronic Visit Verification (EVV). While we do not anticipate this adversely impacting provider claim payments, we would like to remind providers that EVV is required for home health services for each service and date of service.

The following resources are available in collaboration with the Ohio Department of Medicaid and Sandata (the Ohio's EVV vendor):

- [EVV Fact sheet](#) for general information on what EVV is, what is required, and why the program exists.
- There are multiple optional educational [webinars](#) available on the EVV web site which cover a variety of topics related to EVV.
- The [additional tools and help guides](#) on the ODM website.
- Monthly [EVV Newsletters](#) keep providers updated on EVV news.
- Providers can take advantage of the virtual Q&A Office Hours sessions or a 1:1 Zoom session with a Sandata trainer by signing up [here](#).
- We recommend providers [sign up](#) for EVV communications that are sent out by ODM.

As a refresher, home nursing and home health providers are required to submit EVV to document time spent with members for claimed services. **When submitting claims with multiple dates of service, each service and DOS must have completed EVV before submitting the claim.** EVV must be completed through Sandata and can be done online, by phone, or through their mobile app. If you have any questions, you can also reach out to Provider Services at 855-364-0974.

Provider Services

Aetna Better Health of Ohio

Phone: 855-364-0974