

2/17/2025

## Aetna Better Health of Ohio

### Provider Notification: Electronic Visit Verification – Required Process for EVV Claims

Aetna has been made aware of high levels errors with claims requiring Electronic Visit Verification (EVV). The key issue noted is visits not being registered properly through the required format. While this may not adversely impact provider claim payments at this time, that may change as ODM moves forward with their full implementation of this program beginning in March 2025. More details on the ODM rollout of the EVV claims processing phases can be found on their website: [Electronic Visit Verification | Medicaid](#)

Home nursing and home health providers are required to submit EVV to document time spent with members for claimed services. **Please note: 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. Please check out the resources available on the ODM website through the links above for additional information, training and resources.

To help prevent any adverse impact, 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 (ODM) and Sandata (the Ohio's EVV vendor) and can be found on the [ODM website](#):

### Ohio Medicaid Electronic Visit Verification Resources

- [Electronic Visit Verification Fact Sheet](#)
- [Electronic Visit Verification Frequently Asked Questions \(FAQs\)](#)
- [Ohio Medicaid Electronic Visit Verification Program and Service Code Guide](#)
- [Ohio Medicaid Forms](#)
- [Electronic Visit Verification Provider Look-Up Dashboard](#)

All service providers who provide services subject to EVV must complete the required EVV training and upload training completion certificate into the [Provider Network Management Module \(PNM\)](#).

ODM issues an [EVV Newsletter](#) designed to provide important EVV information. You can sign up to receive the newsletter through email using the [ODM subscribe form](#).

Thank you for your continued participation in the Aetna Better Health of Ohio network.

Sincerely,  
Aetna Better Health of Ohio  
Provider Experience Department