



August 18, 2025

The department has found that some Ohio Department of Developmental Disabilities providers have multiple Medicaid IDs with the Ohio Department of Medicaid (ODM), but only one Medicaid ID is contracted and approved through DODD. ODM has always stated the importance of ensuring the Electronic Visit Verification (EVV) account with the visits has the same Medicaid ID being used for billing. However, ODM and DODD understand some providers may not have realized exactly how DODD contracting worked and the impacts to EVV.

Here is an example of an entity with one Tax ID but multiple Medicaid IDs for illustration purposes.

NPI	Tax ID	Medicaid ID	Office Location	EVV Account	DODD Contract?	Approved Location?
0123456789	123456789	1234567	Cleveland	12345	No	Yes
1234567890	123456789	2345678	Toledo	23456	No	Yes
2345678901	123456789	3456789	Columbus	34567	Yes	Yes

In the above scenario, DODD will send all claim requests to Sandata with provider Medicaid ID 3456789 as this is the Medicaid ID contracted with DODD. Therefore, Sandata will only look in EVV account 34567 for visits and live-in exemptions when sending a response back to DODD.

Building on the table created above, providers will need to ensure their EVV visit data and live-in exemptions are in the EVV account that has a Medicaid ID with a DODD contract; in the above scenario this is EVV account 34567.

ODM and DODD would like to offer the guidance below to help providers who may be experiencing difficulties when they have multiple locations approved through one DODD contract.

Providers using the Sandata EVV system:

[Add all DODD recipients](#) and the [direct care workers](#) serving those DODD recipients into the EVV account with the Medicaid ID associated with the DODD contract. Then, have your staff use that EVV account for all DODD reimbursable services subject to EVV. If you are unsure which services that includes, the [EVV Covered Programs and Services](#) guide outlines all of the HPC and Residential Respite billing codes subject to EVV.



Using the scenario above, providers using the Sandata EVV system will need to ensure all DODD recipients, direct care workers, and visits are captured in EVV account 34567. This also means that your direct care workers will need to use EVV account 34567 for DODD visits and all other Payer/Program services will need to be in the EVV account associated with the correct Medicaid ID. So, a direct care worker in Cleveland who provides services to DODD and MyCare recipients will log their DODD services in EVV account 34567 and their MyCare services in EVV account 12345.

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Providers using an alternate EVV system:

ODM has identified more than one potential solution for providers using an alternate EVV system. Providers are able to use one or any combination of the following options.

- Follow the same steps as listed above within the Sandata EVV account for your agency.
 - For those who may only have an alt EVV account, you can email ohaltevv@sandata.com and request a Sandata EVV account be created for you. Please be sure to indicate your intent to use both the Sandata account and alt EVV account if that is your desire.
- If within your alt EVV solution, each location has a separate EVV account/system, add all DODD staff/recipients into the EVV account/system linked to the EVV Aggregator account with the Medicaid ID associated with the DODD contract.
- Ask your alt EVV vendor if they are able to code on the backend for DODD visit data to be sent to the EVV Aggregator account with the Medicaid ID associated with the DODD contract.

For assistance in EVV, please contact the Sandata Customer Care team either via email at ODMCustomerCareEmail@Sandata.com or by phone at 855-805-3505.

For assistance with identifying which Medicaid ID is associated with your DODD contract, please contact DODD: 800-617-6733