

Electronic Visit Verification (EVV) Guidance for ODA Providers: Training for New Zendesk Ticket Portal (June 2021)

The Division for Community Living has created a guidance document to aid providers in all the stages of Electronic Visit Verification (EVV). It provides answers to frequently asked questions, visual aids, and contact information.

In addition, the Ohio Department of Medicaid (ODM) is excited to announce a new Zendesk Ticket Portal for the EVV program. Providers, alternate vendors and any other users who communicate with Sandata and the ODM EVV team will use the new portal. Current communication options for reaching Sandata and ODM are not being removed. The Zendesk Ticket Portal provides a single location for users to view current and past tickets submitted to the EVV Provider Hotline. Additionally, all questions and emails sent to ODM will go to the Zendesk portal; this means a user can review all their inquiries in one location. Users will now use the new portal to submit a new ticket or inquiry to Sandata and ODM. All Ohio EVV program users, including Alternate EVV system vendors, have access to the Zendesk Ticket Portal. Google Chrome is the preferred browser when accessing the ticket portal. **Users can begin to use the new Zendesk email (ODMEVV@sandata.com) for any questions relating to EVV.**

In addition to addressing inquiries, the Zendesk portal links to the Sandata EVV Knowledge Center where users can find valuable information, such as:

- Getting Started Tips
- Product User Guides
- Training Videos
- Quick Reference Guides
- Release Notes

For directions on logging into the portal and how to use, click below

How To Log On To The Sandata Ticket Portal:

<https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Log-Into-the-Sandata-Ticket-Portal.pdf>

How To Use The Sandata Ticket Portal:

<https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/How-To-Use-The-Sandata-Ticket-Portal.pdf>

To acquaint users with the new portal, Sandata and ODM are offering introductory webinars in June. Links are below.

Webinar	Date/Time	Registration Link
Zendesk Ticket Portal	Friday, 06/04/21 at 10:30 am EST	https://attendee.gotowebinar.com/register/6681141038940801808
Zendesk Ticket Portal	Wednesday, 6/9/21 at 12:30 pm EST	https://attendee.gotowebinar.com/register/2155883231526411536
Zendesk Ticket Portal	Wednesday, 6/23/21 at 2:30 pm EST	https://attendee.gotowebinar.com/register/5267302126527919888