



Who do I contact with questions or issues?

- Contact the EVV Provider Hotline at **855-805-3505**
 - » To troubleshoot **technical** issues, you may have with Electronic Visits Verification (EVV), Sandata Mobile Connect (SMC), or Telephony Visit Verification (TVV).
 - » Email them at ODMCustomerCareEmail@sandata.com
 - » Available 24/7
- Contact the EVV Team at ODM through EVV@medicaid.ohio.gov
 - » If you have any questions or issues that you don't feel have been addressed by the Alt EVV Certification Support Team
 - » To schedule your Alt EVV demonstration
 - » If you have other EVV-related questions that you cannot get answered by Sandata Support
- Contact the EVV Policy team at ODM through EVVPolicy@medicaid.ohio.gov
 - » If you have policy-related questions
- Contact the ODM Provider Assistance line at 1-800-686-1516 for Medicaid claims questions
- Contact OHAltEVV@Sandata.com
 - » **Agency providers only**
 - » To express interest in using an Alt EVV
 - » To work through the Alt EVV certification process

If you are emailing the Alt EVV Certification Support team for the first time, please be sure to include your first and last name, your role in your organization, your agency's name, and your agency's Provider Medicaid ID.
- Contact the Alt EVV Certification Support team at **844-289-4246**
 - » **Agency providers only**
 - » To ask questions or work through concerns
 - » Support of Alt EVV Certification through both the email box and the phone number.
 - » Available Monday-Friday, 8am-6pm EST