

## Network Notification – Humana Healthy Horizons in Ohio

**Notice date:** May 1, 2025  
**To:** Humana Healthy Horizons® in Ohio provider network  
**From:** Humana Healthy Horizons in Ohio  
**Subject:** Medicaid Claim Denials Due to EVV Non-Compliance

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### Summary

Ohio Medicaid claims requiring Electronic Visit Verification (EVV) will begin denying claims effective June 1, 2025, phase 3 “Home Health” services billed to Next Gen MCEs for scenarios where claims and visits do not match.

**EVV Compliance is Mandatory:** Missing or incorrect EVV data will result in claim denials.  
OAC Chapter link: <https://codes.ohio.gov/ohio-administrative-code/chapter-5160-32>

### Impacts

- **Provider ID** does not Match – (**N521**) Mismatch between the submitted provider information and the provider information stored in our systems.
- **Recipient Id** does not match – (**N819**) Patient not enrolled in EVV system.
- **Procedure code** does not match – (**N56**) Procedure code billed is not correct/valid for the services billed or the date of service billed.
- **Unmatched Units** – (**N820**) EVV system units do not meet requirements of visit.

### EVV support

- ODM’s Integrated Help Desk at **800-686-1516**
- Ohio Department of Medicaid EVV Page **Electronic Visit Verification**
- One-on-One Help:  
Register for office hours on Zoom:  
[https://sandata.zoom.us/meeting/register/tZ0qfuirrDwvHNIG\\_XqEO9AUdUqkfEBBUsK9#/registration](https://sandata.zoom.us/meeting/register/tZ0qfuirrDwvHNIG_XqEO9AUdUqkfEBBUsK9#/registration)

Humana Healthy Horizons in Ohio is a Medicaid Product of Humana Health Plan of Ohio, Inc.

- EVV Provider Hotline: **855-805-3505** for immediate support.
- State's technical support
- [https://dam.assets.ohio.gov/image/upload/medicaid.ohio.gov/EVV\\_Contact\\_Info.pdf](https://dam.assets.ohio.gov/image/upload/medicaid.ohio.gov/EVV_Contact_Info.pdf)

## How to escalate support

Providers with issues or concerns that need to be escalated for urgent response should follow the steps below to expedite assistance.

1. Email the Ohio Department of Medicaid Integrated Helpdesk at **IHD@medicaid.ohio.gov**.
2. Type "ESCALATION" in the email subject line.
3. Include the following details in the message:

### Provider information

- Provider's National Provider Identifier (NPI) or Ohio Medicaid Provider ID #
- PNM Registration ID (if applicable)
- OH|ID number (if applicable)

### Issue details

- Previous IHD ticket numbers or call reference numbers related to the issue
- Claim numbers and examples
- Error message screenshots, if applicable
- Notation indicating whether assistance is needed with individual or group enrollment

## Important notes

EVV Provider Onboarding Checklist

[https://sandata.zendesk.com/hc/en-us/articles/38954864925587-Ohio-EVV-Provider-Onboarding-Checklist?utm\\_medium=email&utm\\_source=govdelivery](https://sandata.zendesk.com/hc/en-us/articles/38954864925587-Ohio-EVV-Provider-Onboarding-Checklist?utm_medium=email&utm_source=govdelivery)

EVV Covered Programs and Services

[https://dam.assets.ohio.gov/image/upload/medicaid.ohio.gov/Providers/EVV/Providers/ODM\\_EVV\\_Covered\\_Programs\\_and\\_Services.pdf](https://dam.assets.ohio.gov/image/upload/medicaid.ohio.gov/Providers/EVV/Providers/ODM_EVV_Covered_Programs_and_Services.pdf)

Live-in Care Giver Exemption

[https://dam.assets.ohio.gov/image/upload/medicaid.ohio.gov/Providers/EVV/Providers/EVV\\_On-Pager\\_Live-In\\_Care\\_Exemption\\_4.2.25.pdf](https://dam.assets.ohio.gov/image/upload/medicaid.ohio.gov/Providers/EVV/Providers/EVV_On-Pager_Live-In_Care_Exemption_4.2.25.pdf)

## Questions?



For more information, please call Provider Services at **877-856-5707**, Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

You can also email us at: **OHMedicaidProviderRelations@humana.com**