

New EVV Zendesk Ticketing Portal

The Ohio Department of Medicaid (ODM) is excited to announce a new Zendesk Ticket Portal for the Electronic Visit Verification (EVV) program. Providers, alternate vendors and any other users who communicate with Sandata and the ODM EVV team will use the new portal. Current options for reaching out to Sandata and ODM are not being removed.

The Zendesk Ticket Portal provides a single location to view all current and past tickets submitted to the EVV Provider Hotline. Additionally, all questions and emails sent to ODM will go to the Zendesk portal. All user inquiries are in one location to view. The new portal allows users to submit a new ticket or inquiry to Sandata and ODM directly from the portal. 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.

With the Zendesk Ticket Portal in place, ODM is retiring the EVV inbox (EVV@medicaid.ohio.gov). Users can begin to use the new Zendesk email (ODMEVV@Sandata.com) for any questions relating to EVV.

In addition to addressing inquiries, the 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](#)

[How To Use The Sandata Ticket Portal](#)

To acquaint users with the new portal, Sandata and ODM are offering introductory webinars in May and June. Registration for the webinars are below:

Webinar	Date/Time	Registration Link
Zendesk Ticket Portal	Wednesday, 5/26/21 at 12:30 pm EST	https://attendee.gotowebinar.com/register/4725765162061018638
Zendesk Ticket Portal	Thursday, 5/27/21 at 10:30 am EST	https://attendee.gotowebinar.com/register/3227205580189383952
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

Please assist ODM in sharing this information with the EVV community.

Thank you!