



Utah Department of

**Health & Human Services**

Integrated Healthcare

# ELECTRONIC VISIT VERIFICATION (EVV)

CSV File Users Guide

# EVV Users Guide

## Contents

Accessing EVV .....	2
CSV File .....	3

## Contact

Please send all inquiries and questions to [dmhf\\_evv@utah.gov](mailto:dmhf_evv@utah.gov).

# EVV Users Guide

## Accessing EVV

Login to the portal at <https://evv.medicaid.utah.gov/evvsubmit/>

Click on the button to continue to the application.



Logout

## IMPORTANT NOTICE AUTHORIZED USE ONLY!

This system contains government information and individual's personal information, which may include personal health information. Unauthorized access, use, misuse or modification of this computer system, or the data contained herein is a violation of Department of Health policy and may subject you to State and Federal criminal prosecution and penalties, as well as civil penalties. Anyone using this system consents to system monitoring and agrees to use this system for its intended purpose.

Continue to application

# EVV Users Guide

## CSV File

The CSV File method is for third-party software solutions to export electronically captured EVV data in a format the Utah Medicaid system will accept. The CSV File method is not to be used as a manual input method.

1. Download a copy of the CSV template. This template has the appropriate columns and order for your CSV to be uploaded to our system. Required fields are marked in the header row with (req) after the column names. The file validation is checking for the discrete combination of the required fields.

**NOTE:** If using your own CSV file, the first row will always be treated as a header row and thus ignored.

The CSV File method is for third-party software solutions to export electronically captured EVV data in a format the Utah Medicaid system will accept. The CSV File method is not to be used as a manual input method. The file submission process can take a long time, especially for files containing more than 2,000 records. If you have more than 2,000 records to submit, it is recommended to split them into multiple files. Submit each file after receiving the confirmation email from the previous submission.

The CSV file will be validated against the following mandatory fields:

- The type of service performed
- The individual receiving the service
- The date of the service
- The location of service delivery
- The individual providing the service
- The time the service begins and ends
- The date of creation of the electronic record
- The Batch ID number
- The Record ID number
- The Original Receipt ID if this is a correction
- The EVV vendor or solution providing each record

After submission, an acknowledgment is sent to the registered user's email address that indicates the following:

- a. Total number of records submitted.
- b. Total number of records accepted.
- c. Total number of the records rejected, followed by a list with the rejected record number(s) and instructions to resubmit only failed records.

For more information please visit <https://medicaid.utah.gov/evv/> or contact [dmhf\\_evv@utah.gov](mailto:dmhf_evv@utah.gov).

[Download CSV template](#)

Correction

Data is for Testing Purposes

Email of Submitter:

No file chosen

# EVV Users Guide

## **NOTE: IMPORTANT TESTING REQUIREMENTS AS OF OCTOBER 5, 2023**

Utah Medicaid implemented updates to the LTSS Electronic Visit Verification (EVV) File Technical Specifications (Version 1.7) which require all EVV data submitters to submit a successful Test message prior to receiving Production access. This requirement is for all providers submitting CSV files regardless of successful data submissions prior to October 5, 2023.

If you are submitting a CSV file for the first-time after October 5, 2023, you must check the “Data is for Testing Purposes” box. This step will submit data into a test system to verify that all the submitted data formatting is correct and compliant with existing data rules. Once a successful test submission has been made, notify EVV staff by email [dmhf\\_evv@utah.gov](mailto:dmhf_evv@utah.gov) and the Utah-ID account can be granted “production” status to submit real EVV data.

Correction

Data is for Testing Purposes

Email of Submitter:

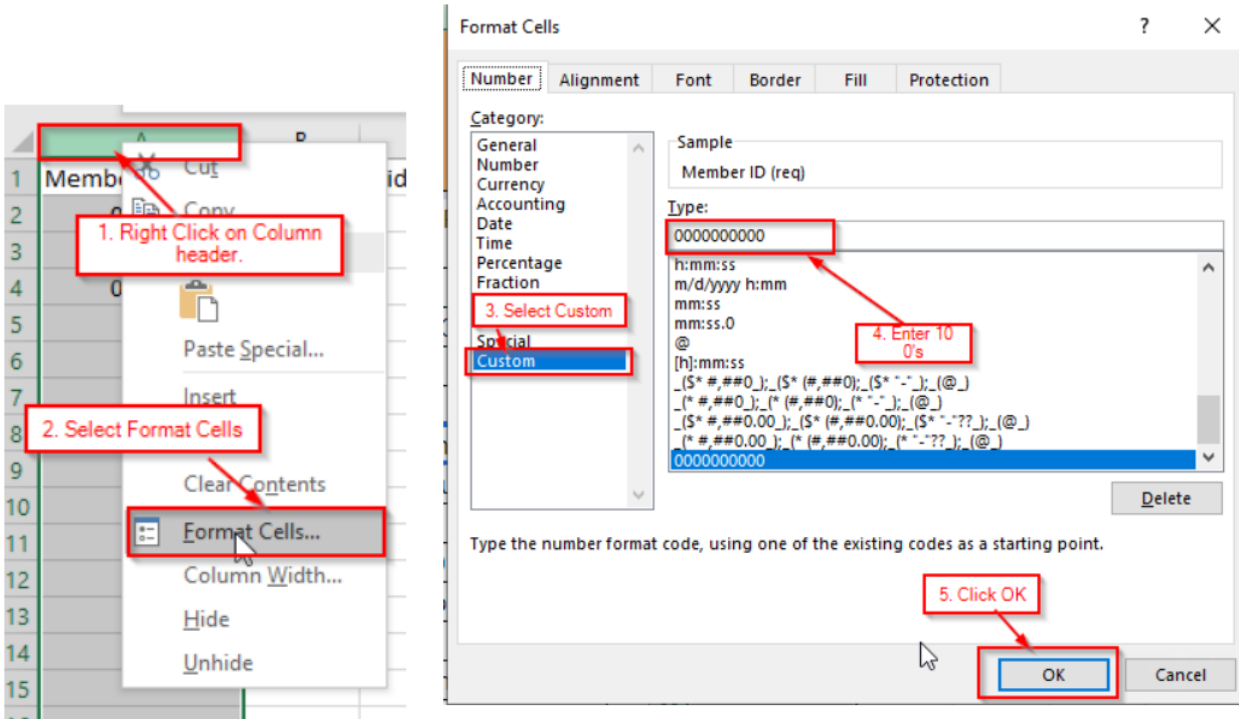
submitter@email.com

No file selected.

## **NOTE: IMPORTANT INSTRUCTIONS ABOUT CSV FILES IN MICROSOFT EXCEL**

**A.** A CSV file cannot save custom formatting, if a you open the exported csv for any additional edits, the leading 0's will be removed by Excel. If you open the CSV file in Excel, you will need to complete the steps below for both the Member ID and Provider ID columns. **You will need to do this each time you open your CSV file in Excel.**

# EVV Users Guide



**B.** When submitting a CSV file, **either a 12-hour clock format (left) or a 24-hour clock format (right) will be accepted.** You will need to add a space between the times in the Begin time and End time columns and the denotation of AM or PM if you choose the 12-hour format. To use the 24-hour format, you will need to format the column properly (much like the Member ID and Provider ID columns).

Begin date (req)	Begin time (req)	End date (req)	End
1/5/2023	4:45:15 AM	1/5/2023	
1/6/2023	4:50:10 AM	1/6/2023	
1/7/2023	4:45:00 AM	1/7/2023	

req	End date (req)	End time (req)
5 AM	1/5/2023	7:45:00
0 AM	1/6/2023	7:45:15
0 AM	1/7/2023	9:45:55

2. Enter the "Email of Submitter," select "Choose File" and attach your file then select "Upload CSV".

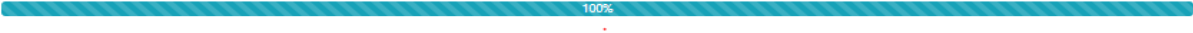
Email of Submitter:

Choose File

# EVV Users Guide

3. After selecting "Upload CSV", you will see your upload progress bar. Depending on the number of records and processing time, you may receive a confirmation displayed on the web page followed by an email confirmation. Larger files take longer and confirmation will be sent via email after processing is complete. The confirmation email will have information regarding the total records sent, rejected, and accepted. Rejected records will need to be corrected and resubmitted.

Upload Progress:



**Thank you for submitting your file. This process may take a long time. If you haven't received a confirmation email after a few hours, rather than re-submitting the file, please contact [dmhf\\_evv@utah.gov](mailto:dmhf_evv@utah.gov).**

Started upload and processing at: Sep 24, 2021 01:38:56 pm

Receipt ID: 35353431373836383033393332383936  
Total Records Sent: 18  
Accepted: 8  
Rejected: 10

There was an issue with your submission. The following records need to be corrected and resubmitted:

- Record Number: 4 - Reason: Data failed validation. Member ID invalid. Check for missing leading zeros. Please complete the field and re-submit.
- Record Number: 5 - Reason: Data failed validation. Missing Batch id. The Batch Id number failed to be parsed and returned 0.
- Record Number: 6 - Reason: Data failed validation. Missing Record id. The record number failed to be parsed and returned 0.
- Record Number: 7 - Reason: Data failed validation. The Batch ID number field contains invalid characters that are not numbers. The Batch Id number failed to be parsed and returned 0.
- Record Number: 8 - Reason: Data failed validation. The Record ID Number field contains invalid characters that are not numbers. The record number failed to be parsed and returned 0.
- Record Number: 9 - Reason: Data failed validation. The Zip exceeds the 10 character length.
- Record Number: 10 - Reason: Data failed validation. The Provider Id field is not 10 or 12 in length.
- Record Number: 13 - Reason: Data failed validation. The Street1 field is empty.
- Record Number: 14 - Reason: Data failed validation. The City field is empty.
- Record Number: 17 - Reason: Duplicate Record id.

This email will be sent to the address you used to register/access the system.

# EVV Users Guide



Utah Department of  
**Health & Human Services**  
Integrated Healthcare

**Electronic Visit  
Verification  
Submission  
Received**

Attention [jylbosone@utah.gov](mailto:jylbosone@utah.gov)

You have recently submitted an EVV CSV file to be processed. These are the results of the submission:

Receipt ID: 36363834313030393230333630363434

Total Records Sent: 21

Accepted: 4

Rejected: 17

There was an issue with your submission. The following records need to be corrected and resubmitted:

Record ID Number: 10 - Reason: Data failed validation. The First Name field is empty. The Provider ID field is empty.

Record ID Number: 11 - Reason: Data failed validation. The First Name field is empty. The EmployeeName field is empty. Begin Service date/time cannot be a future date/time. End Service date/time cannot be a future date/time.

Record ID Number: 12 - Reason: Data failed validation. The First Name field is empty. The Begin Date field is empty. Failed to recognize Begin Date and Begin Time as a date. End Service date/time cannot be a future date/time.

Record ID Number: 13 - Reason: Data failed validation. The First Name field is empty. The Begin Time field is empty. Failed to recognize Begin Date and Begin Time as a date. End Service date/time cannot be a future date/time.

5. **To submit a correction** to a previous record, you will need to have the Original Receipt ID, Batch ID, and Record ID from the previous submission to populate the CSV template.

**In the CSV template, it is important the “Orig\_receipt\_id” column is formatted at text.** Otherwise the system will truncate the entry and the file will fail.

Check the Correction checkbox, enter the “Email of Submitter”, select “Choose File” then upload the CSV file.

 Correction Data is for Testing Purposes

Email of Submitter:

 UtahSampleCSV\_v1.7\_Test.csv