



ELECTRONIC VISIT VERIFICATION (EVV)

Web Portal and CSV File Users Guide

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Contact

Please send all inquiries and questions to dmhf_evv@utah.gov.

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

Upload with the Web Form

When using the web form to submit, all required fields are marked with a red asterisk.



[Web Form](#)
[Upload CSV](#)
[Logout](#)

Correction

Member ID *

First name *

MI

Last name *

Service code *

Service description

Provider ID *

Employee performing service *

Start date *

Start time *

End date *

End time *

Street Address *

Apt/Suite/Floor

Missing required fields will show up outlined in red. Additional information about errors will show up in the error box below the form.

Provider ID *

Employee performing service *

Start date *

Start time *

End date *

End time *

Street Address *

Apt/Suite/Floor

City *

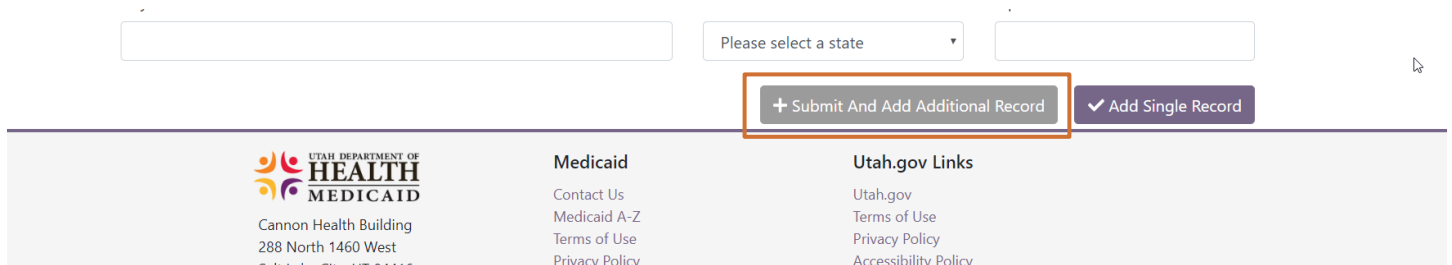
State

Zip

One or more mandatory fields have not been completed. Please complete the fields and re-submit.

If you use the **Submit And Add Additional Record** button, the following fields will remain filled for your convenience:

- Member ID
- First/Last Name
- Provider ID
- Employee Performing Service
- Street Address/Apt, Suite, Floor
- City/State/Zip



The screenshot shows a form with three input fields at the top. The middle field is a dropdown menu labeled "Please select a state". Below the form are two buttons: "+ Submit And Add Additional Record" (highlighted with a red box) and "✓ Add Single Record". At the bottom, there is a footer with the Utah Department of Health Medicaid logo, contact information, and links for Medicaid, Utah.gov, and various policies.

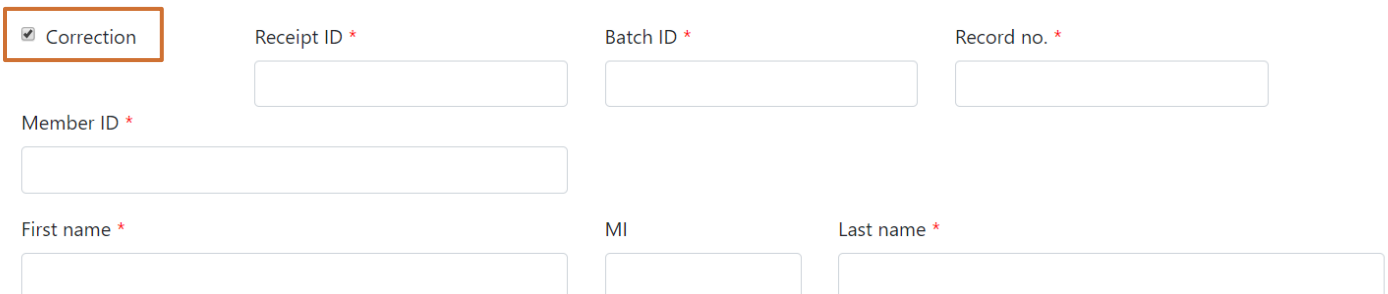
Correcting a Previous Entry

To submit a correction to a previous record, check the correction checkbox. You will need to have your Receipt ID, Batch ID, and Record number from the previous submission.

Note: These fields are only required when submitting a correction.



[Web Form](#) [Upload CSV](#) [Logout](#)



The screenshot shows the EVV submission form with the "Correction" checkbox checked and highlighted with a red box. The form includes the following fields: "Receipt ID *", "Batch ID *", "Record no. *", "Member ID *", "First name *", "MI", and "Last name *". Each field has a corresponding input box.

Upload a CSV File

1. To submit via CSV file, use the **Upload CSV** link in the navigation menu.



Web Form **Upload CSV** Logout

Creation * Receipt ID * Batch ID * Record no. *

2. Download a copy of the CSV template. This template has the appropriate columns and order for your CSV to be uploaded to our system. 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.



Web Form Upload CSV Logout

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

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 row number(s) and instructions to resubmit only failed records.

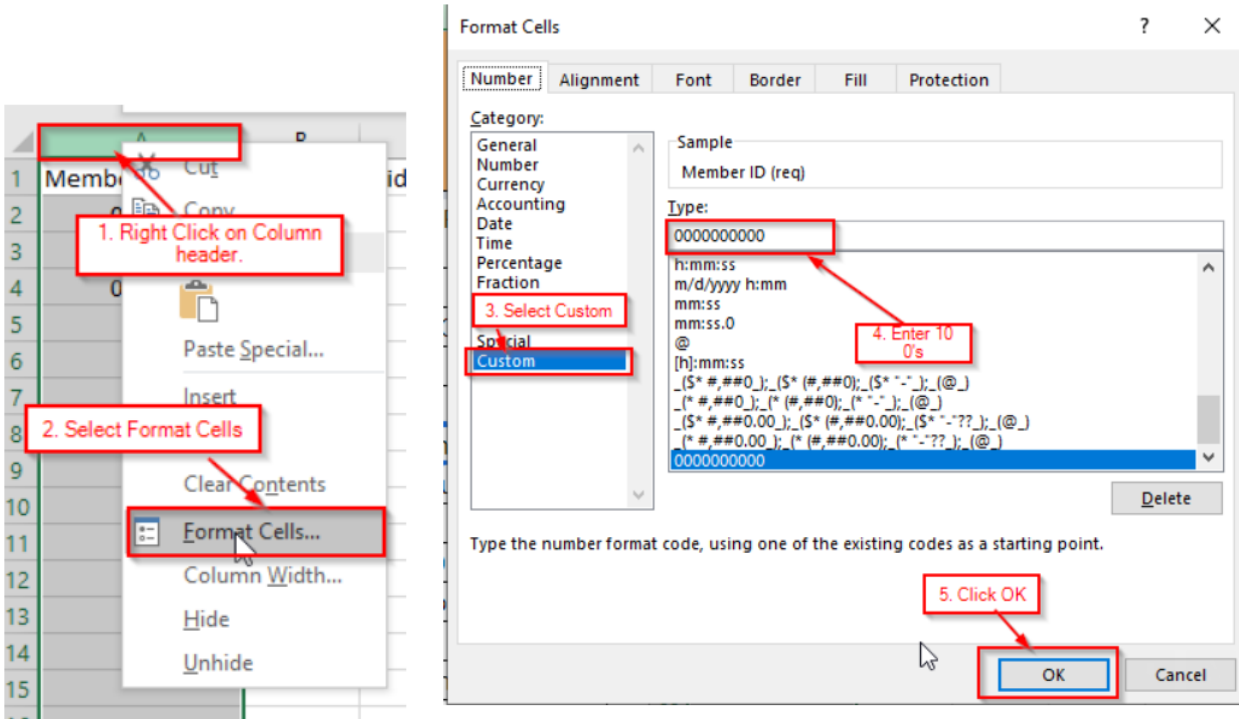
For more information please visit <https://medicaid.utah.gov/evv/> or contact dmhf_evv@utah.gov.

Download CSV template

Choose File No file chosen

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.**



B. When submitting a CSV file, **both a 12-hour clock format (left) as well as 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).

beginDate	beginTime	endDate	endTime
	4:33 PM	3/14/2020	1:C
3/13/2020	16:33	3/14/2020	1:C

beginDate	beginTime	endDate	endTime
120 3/13/2020	16:33	3/14/2020	1:01
120 3/13/2020	16:33	3/14/2020	1:01

C. Also note, 1.) **You may use GPS coordinates in place of a physical address,** and 2.) The State understands that during the COVID-19 pandemic, many services will be offered virtually. In light of this information, **you may put “virtual” or “delivered remotely” in the address section or service description section of your CSV file.**

3. Click the **Choose File** button and select your file. Then click **Upload CSV.**

EVV Users Guide

For more information please visit <https://medicaid.utah.gov/evv/> or contact dmhf_evv@utah.gov.

Download CSV template

Choose File exampleCSV.csv

Upload CSV



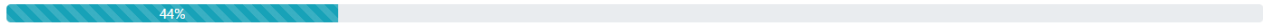
Medicaid
Contact Us

Utah.gov Links
Utah.gov

You will see your upload progress below. Depending on your file size, this could take up to 20 minutes.

Choose File exampleCSV.csv

Upload Progress:



Please wait while we upload and process the csv file. This can take up to 20 minutes.

Started upload and processing at: May 14, 2020 01:29:22 pm



Medicaid

Utah.gov Links

4. You will receive a submission message upon completion of processing. It will tell you how many records were sent, how many were accepted, and how many were rejected. Below the receipt message you will find information on which rows were rejected. You will need to fix these rows and resubmit them. Please resubmit only rejected rows.

Receipt ID: 31333539363630373634353930303436
Total Records Sent: 5000
Accepted: 4
Rejected: 4996

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

Row Number: 2 - Reason: Duplicate submission in same file
Row Number: 3 - Reason: Invalid Data Types
Row Number: 4 - Reason: Duplicate submission in same file
Row Number: 6 - Reason: Duplicate submission in same file
Row Number: 7 - Reason: Invalid Data Types
Row Number: 9 - Reason: Duplicate submission in same file
Row Number: 10 - Reason: Duplicate submission in same file
Row Number: 12 - Reason: Duplicate submission in same file
Row Number: 13 - Reason: Duplicate submission in same file
Row Number: 14 - Reason: Duplicate submission in same file

In addition to the on-screen messages, you will receive an email confirmation with your results. This email will be sent to the address you used to register/access the system.

EVV CSV Upload Results Inbox x



EVV CSV Upload <noreply@utah.gov>
to me ▾

1:29 PM (7 minutes ago)



Electronic Visit Verification Submission Received

Attention vmiluk@utah.gov

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

Receipt ID: 31333539363630373634353930303436
Total Records Sent: 5000
Accepted: 4
Rejected: 4996

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

Row Number: 2 - Reason: Duplicate submission in same file
Row Number: 3 - Reason: Invalid Data Types
Row Number: 4 - Reason: Duplicate submission in same file
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Row Number: 7 - Reason: Invalid Data Types
Row Number: 9 - Reason: Duplicate submission in same file