MO ALLIANCE FOR CARE AT HOME

EVV COMPLIANCE MADE SIMPLE

OCTOBER 2025

ELECTRONIC VISIT VERIFICATION

Electronic Visit Verification (EVV) is a method of utilizing technology to capture point of service information related to the delivery of in-home services.

EVV Service Verification

All EVV systems must capture the following:

- **Type of service** performed
  - Tasks for Agency Model and Consumer Directed Services (CDS)
  - Memo for Division of Developmental Disability (DDD) Services
- **Individual receiving** the service
- **Date** of the service
- **Location** of service delivery when the service begins and ends
- **Individual providing** the service
- **Time** the service begins and ends

Open Model-Provider Choice

MO Department of Social Services (DSS) chose an open model for EVV which allows providers to use an EVV system of their choice. Missouri partnered with Sandata Technologies, LLC. to provide a vendor-neutral EVV Aggregator Solution (EAS).

Sandata
Get more right from the start

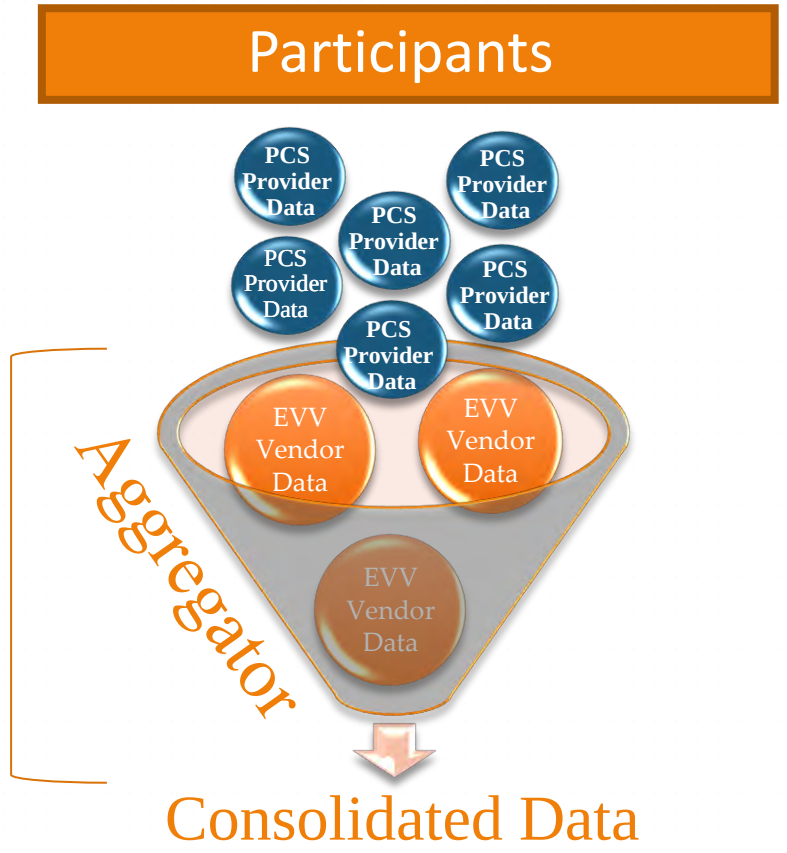
dss
Missouri Department of
Social Services

HHAeXchange

EVV Aggregator Solution (EAS)

The **EVV Aggregator Solution (EAS)** collects visit data from all EVV systems operating in Missouri.

- Visit data is standardized against business rules set in Missouri
- Data is presented for reporting and analysis by providers and State staff



Provider Responsibilities

01

Ensure EVV is being used for all required services

02

Ensure services are captured at the time services are provided

03

Ensure EVV vendor is sending visit data at least once a day to EAS

04

Log into EAS a minimum of once a week to verify complete and accurate data

Providers who **fail** to meet all requirements of the EVV program or submit requested information to EAS may be subject to having one or more administrative actions listed in 13 CSR 70-3.030(4) imposed by the Missouri Medicaid Audit & Compliance (MMAC) Unit, up to and including termination from the Missouri Medicaid program.

Status Update

PCS & HHCS providers with a registered EVV vendor

(2,434)

PCS & HHCS providers actively submitting visit data to EAS

(1,867)

EVV vendors submitting to EAS

(38)

Average visits received monthly

(1,000,000-1,250,000)

Visit Status-Verified and Incomplete

- What is a verified visit
  - All items required for EVV in Missouri are included in the visit
- What is an incomplete visit
  - One or more items required for EVV in Missouri are missing from the visit
  - Incomplete visits must be corrected and resubmitted until a verified status is achieved.
- All visits in EAS must be in a verified status to meet state and federal requirements

Verified Types-Auto and Manual

Auto

- A visit sent to EAS ***one*** time with all required information and the call type is ***not*** manual

Manual

- A visit sent to EAS more than one time regardless of call type
- A visit with a call type of ‘manual’
- Visit is received with adjusted times only (no call segment)

Understanding Accounts in EAS

- Each provider number has a unique account in EAS
  - Provider numbers are assigned by MMAC at the time of enrollment
- Services are to be submitted under the correct account in EAS

Provider Type	Procedure Code	Modifier 1	Modifier 2	Modifier 3	Service Description by waiver type and administering agency
26	S5125	U5			Special Health Care Needs-Medically Fragile Adult Waiver - Waiver Attendant Care (State Plan PCS limit exhausted)
26	T1019	U4			Bureau of HIV, STD, and Hepatitis - AIDS Waiver Personal Care (State Plan PCS limit exhausted)
26	T1019	TF			Bureau of HIV, STD, and Hepatitis - State Plan Advanced Personal Care (AIDS Waiver)
26	T1019				Bureau of HIV, STD, and Hepatitis - State Plan Personal Care (AIDS Waiver)
26	T1019	TF			Div of Senior and Disability Services - Advanced Personal Care
26	T1019	U2			Div of Senior and Disability Services - Consumer Directed Services Personal Care
26	T1019	U6			Div of Senior and Disability Services - Independent Living Waiver Personal Care (State Plan PCS limit exhausted)
26	T1019				Div of Senior and Disability Services - Personal Care
26	T1019	TF	EP		Special Health Care Needs-Healthy Children and Youth - Advanced Personal Care Assistant
26	T1019	EP			Special Health Care Needs-Healthy Children and Youth - Personal Care Assistant
26	T1019	TF			Special Health Care Needs-Medically Fragile Adult Waiver - State Plan Advanced Personal Care Assistant
26	T1019				Special Health Care Needs-Medically Fragile Adult Waiver - State Plan Personal Care Assistant
28	S5120				Div of Senior and Disability Services - Chore
28	S5130				Div of Senior and Disability Services - Homemaker
28	S5150	TF			Div of Senior and Disability Services - Advanced Respite
28	S5150				Div of Senior and Disability Services - Basic In-Home Respite

EVV Claims Validation

- Starting January 7, 2026, MO HealthNet will begin matching all claims for services requiring EVV with verified visit data from the EAS system
- **There will be no change in the way claims are submitted**
- Providers should put an emphasis on having accurate visit data in EAS before submitting the claim for payment

EAS DEMO

Resources

Helpful Contacts

Policy and Program Questions:
Email: Ask.EVV@dss.mo.gov

Technical Questions:
Email: MOAltEVV@sandata.com
1-833-350-5844

MMAC:
Website: MMAC.MO.GOV
Email: MMAC.EVV@dss.mo.gov

Difficulty Logging In:
MOAltEVV@Sandata.com

Helpful Links

EVV Website: MHD EVV Information