

# **PROVIDER UPDATE MEETING**

## **ELECTRONIC VISIT VERIFICATION (EVV) UPDATES**

**APRIL 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 101 TRAINING



MHD is hosting two EVV 101 training webinars

## Purpose and Objective

These webinars are intended for new provider users and providers who are unfamiliar with EVV requirements.

The objectives for the training is as follows:

- Cover the basic EVV requirements
- Demonstration of how to navigate the EVV Aggregator Solution (EAS).

## Date/Time and How to Register

- May 6<sup>th</sup>, 2025, 10:00 am – 11:30 am

[Register](#)

- May 14<sup>th</sup>, 2025, 1:30 pm-3:00 pm

[Register](#)



# 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

HCBS providers with  
registered EVV vendor  
**(2,136)**

HCBS providers actively  
submitting visit data to  
EAS  
**(1,598)**

EVV vendors submitting  
to EAS  
**(39)**

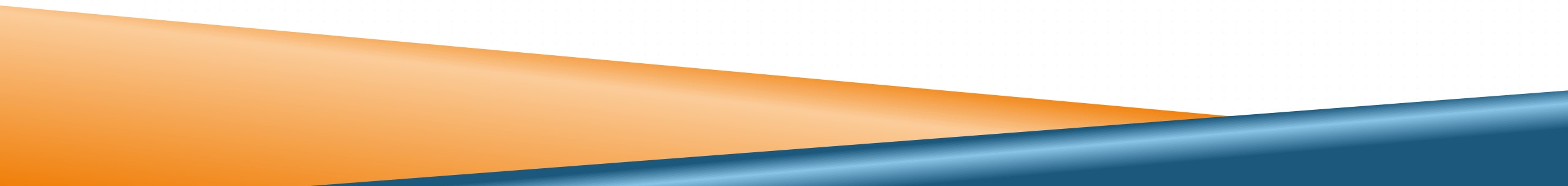
Average visits received  
monthly  
**(800,000-1,000,000)**

Percentage of auto  
verified visits  
**(88%)**

Percentage of manually  
verified visits  
**(12%)**

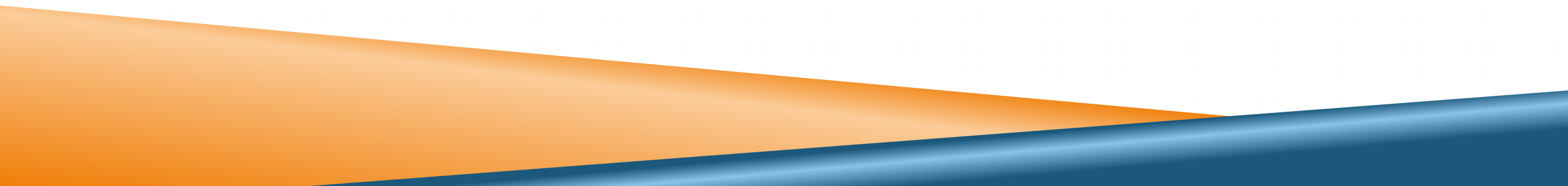
# EVV Claims Validation-Soft Launch

As required by CMS, a claim will not be paid unless there is a matching visit in EAS

- A soft launch of prepayment claims validation is planned for as early as Fall 2025 and is anticipated to last three months
  - Providers will receive a notification on their Remittance Advice (RA) regarding claims that do not meet EVV criteria
  - During the soft launch period claims will continue to pay but providers should monitor these notifications to correct issues and ensure future payments
- 

# EVV Claims Validation-Full Implementation

As required by CMS, a claim will not be paid unless there is a matching visit in EAS

- Claims that do not meet EVV criteria will deny
  - Providers will receive a notification on their Remittance Advice (RA) regarding claims that do not meet EVV criteria
  - Providers must identify the error and make necessary corrections before resubmitting the claim for payment
- 

# Expect Further Updates on EVV Claims Validation

- Pay attention to all communications regarding EVV in the coming months.
  - Hot Tips
  - Provider Bulletins
  - [EVV Webpage](#) Updates
  - Training Announcements



# Resources

## Helpful Contacts

Policy and Program Questions:

[Ask.EVV@dss.mo.gov](mailto:Ask.EVV@dss.mo.gov)

Technical Questions:

[MOAltEVV@sandata.com](mailto:MOAltEVV@sandata.com)

1-833-350-5844

MMAC:

[MMAC.EVV@dss.mo.gov](mailto:MMAC.EVV@dss.mo.gov)

Difficulty Logging In:

[MOAltEVV@Sandata.com](mailto:MOAltEVV@Sandata.com)

## Helpful Links

[DSS EVV Information](#)

[EVV Training](#)