

## Electronic Visit Verification (EVV) Guidance and Clarification

**Provider agencies and self-directed fiscal agents who deliver or administer services through Medicaid funding shall utilize EVV for all visits.**

- As a neutral party, the state is not able to make recommendations regarding selection of an EVV system or to assist in the negotiation of EVV systems rates for service provider agencies.
- All EVV vendors will be required to successfully interface with the aggregator solution. Following implementation of an aggregator solution, a registry of EVV vendors who have successfully interfaced with the solution will be available on the Department of Social Services website.

**Provider agencies must communicate with MO HealthNet participants regarding the requirement to use EVV.**

- To assist in the communication, there is a Participant Flyer available at <https://dss.mo.gov/mhd/providers/electronic-visit-verification.htm>.
- State agency staff will discuss the requirement with participants at time of assessment and reassessment, or as needed throughout the duration of their service authorization.

**All MO HealthNet participants in receipt of services requiring EVV must use EVV. MO HealthNet participants who refuse to use an electronic system are no longer eligible to receive Medicaid funded services.**

- If a participant refuses to use EVV, the provider agency should document their attempts to educate the participant and encourage compliance with EVV requirements. The authorizing state agency should be contacted to begin the process to discontinue services.
- Additional guidance regarding the process for reporting and denying/terminating services will be provided by the Department of Health and Senior Services and the Department of Mental Health.

**It is the responsibility of the personal care service provider to work with participants to identify an EVV system that meets their needs.**

- If the provider agency is unable to offer a solution for EVV that is effective for the participant, a request to change providers must be submitted to the authorizing agency by the participant to allow the participant to select a provider agency that can meet their EVV needs.
- If the primary form of EVV utilized by a provider agency requires use of the participant phone and a participant does not have a phone, the provider agency can opt to provide a phone to the participant, use an option that allows use of a caregiver phone/device, or advise the participant to select a different service provider that can meet their needs.

- Many EVV systems are user friendly and allow use by a wide range of participants, including those with limited technical capabilities. It is the responsibility of the service provider to identify an EVV system that can be used by their participants and/or caregivers.

**Manual visit entry is allowed on when the EVV system is unavailable or when exigent circumstances make usage of the system impossible or impractical. All manual entries require justification and will be flagged by the EVV system. Notice of the entry and supporting justification will be sent to the aggregator and available to provider agency and state agency users.**

- Any time a paper timesheet is used, a manual entry must be made into the EVV system to enter new information or to update the original entry.
- Manual entry may be used when a caregiver forgets to clock in or out, or when services/tasks are left off the original entry. This is anticipated to occur on a limited basis and is subject to audit by state agency staff.
- Manual entry may be used when there is a power outage or the participant or caregiver is experiencing short-term issues with their phone or internet. This is anticipated to occur on a limited basis and is subject to audit by state agency staff.
- Manual entry may be used with types of services that begin or end outside the home of the participant. This will be flagged as a manual entry; however, there should be no negative consequence as long as the care plan supports the service and the reason for the manual entry is documented.

**All EVV systems used in Missouri must have a primary, secure method for collecting visit data through use of one or more of the following options: Location technologies, telephony, fixed devices in the participant's home, biometric recognition, or alternative technology meeting the requirements of the regulation.**

- Location technology, such as Global Positioning System (GPS), is required for all forms of electronic verification OTHER THAN designated landlines or systems using a fixed object in the home of the participant. A landline is not required to use EVV.
- EVV systems can be managed with a cellular phone belonging to either the caregiver or the participant; however, the location must be verified through use of a fixed object/validator in the participant's home or GPS verification for any mobile device.
- If when using GPS you note the coordinates are not accurate, document the GPS reading at the home of the participant and use this as the base location for the participant within the EVV system.
- When there are multiple participants at a single residence, the same phone may be used to report visits, but there must be a way to distinguish who is receiving what service, etc.

**For situations in which the provider agency's EVV system does not have adequate network capacity, the system shall have the ability to enter visit information in an offline mode and upload upon accessing network connectivity.**

- In areas where there is poor internet and/or cellular coverage, a landline may be the easiest way to collect visit data. If a landline is not available, the ability to collect visit data offline into a database and upload to the EVV system when connectivity is available is required. Poor internet and/or cellular coverage is not an acceptable reason to use paper timesheets or manual entry.

**EVV systems must record the type of service performed, including individual tasks as authorized.**

- Any service that includes authorization at a task level requires entry of the task detail. The visit will be considered incomplete until the task detail information is entered.