



# Electronic Visit Verification (EVV) Quick Guide



What you need to know about EVV  
before January 2021.

## What is EVV?

- EVV is a method of utilizing technology to capture point of service information related to the delivery of personal care services.
  - EVV is not required for Adult Day Care, RCF/ALF or RN visits.
- Personal Care Service (PCS) providers are required to implement EVV by January 1, 2021.
- Missouri is using the open choice model, which means that providers can choose their own EVV solution or vendor.

## What about noncompliant participants?

- PCS providers must report any Medicaid participant who refuses to utilize the provider's EVV system on or after January 1, 2021. The PCS provider should submit written notification to [MMAC.EVV@dss.mo.gov](mailto:MMAC.EVV@dss.mo.gov).
  - Personal care services delivered to noncompliant participants are subject to recoupment of Medicaid reimbursements.
- MMAC will notify DSDS, who will communicate with noncompliant participants to ensure they are aware of EVV requirements.
- Participants who agree to comply with EVV requirements will be referred back to their provider.
  - Participants with providers that cannot meet their EVV needs will be transferred to a new provider who can accommodate their EVV needs.
- Services will be closed for participants who do not agree to comply with EVV requirements.

## Want more information?