

PROVIDER BULLETIN

Volume 44 Number 09

<http://dss.mo.gov/mhd/>

August 16, 2021

Caregiver Identifier for Electronic Visit Verification

Applies to: Personal Care Service Providers

Effective date: August 16, 2021

- **PROGRAM CLARIFICATION**

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In order to comply with the mandates of the 21st Century Cures Act, the State of Missouri must electronically capture information for and uniquely identify all personal care service (PCS) caregivers. The Department of Social Services (DSS) will utilize the Registrant Number assigned by the Family Care Safety Registry (FCSR) as the caregiver's primary identification number within the Electronic Visit Verification (EVV) Aggregator Solution (EAS).

Some current EVV systems create a unique caregiver identifier as part of their standard process. This number may continue to be used within the EVV system but should not be passed to the EAS. Instead, the FCSR Registrant Number should be passed to the EAS.

Every PCS caregiver is required to register with the FCSR, per Chapter 210, RSMo. [19 CSR 30-80.10 to 30-80.040](#) issued by the Missouri Department of Health and Senior Services (DHSS) details registration requirements. Upon successful registration with the FCSR, a unique Registrant Number is assigned to the caregiver. This number normally remains with the caregiver throughout their employment, regardless of changes to the caregiver's name or employer.

The Registrant Number will be a required field for PCS providers to enter into EVV systems for each PCS caregiver. If necessary, EVV vendors should update their systems to accept this number and pass it to the EAS. Caregivers who do not have an assigned Registrant Number should initiate an FCSR check immediately. Information regarding steps for registration is located at <https://health.mo.gov/safety/fcsr>.

Registrant Numbers for caregivers who have completed the registration process are included on the result letter and should be a part of the PCS provider's existing personnel file. If unable to access a

Registrant Number, PCS providers who have access to the online [FCSR/BSEES](#) system may search for electronic copies of the results letters.

Do not contact FCSR to verify existing Registrant Numbers. Individuals who contact FCSR for this information will be redirected to the online resource.

For additional information about FCSR-related laws and regulations, visit [Laws, Regulations & Manuals | Family Care Safety Registry | Health & Senior Services \(mo.gov\)](#).

EVV-related bulletins, administrative rules, and other announcements are available at the [MO HealthNet Division's website](#).

Provider Bulletins are available on the MO HealthNet Division (MHD) website at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD website at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the MO HealthNet ID card.

**Provider Communications Hotline
573-751-2896**