

Attention Home & Community-Based Service Recipients

The 21st Century Cures Act requires Missouri to implement Electronic Visit Verification (EVV) for all Medicaid-funded personal care services, both agency and self-directed, provided through the Department of Social Services, Department of Mental Health, and/or Department of Health and Senior Services.

What is Electronic Visit Verification (EVV)?

EVV automatically captures information about the services you receive in your home, including:

- Your name
- Your caregiver's name
- Type of service received and any tasks or progress notes related to that service
- Date of service
- Time the service begins and ends
- Location where service delivery begins and ends

What are the benefits of EVV?

EVV is available at no cost to you and offers several benefits:

- No paper time sheets
- Your provider agency will know if your caregiver does not show up as scheduled
- Your provider agency can be sure you're receiving the services you need
- Less time spent on paperwork for both you and your provider

Is EVV required?

Yes, it is required by federal law. If you refuse to let your provider agency use EVV, you will risk losing your personal care services.

How do I make sure I'm using EVV?

If you don't know if you are using EVV, contact your personal care services provider. They can tell you if you are already using EVV and can talk about options with you.

There are many EVV systems. Some have the option to use your landline phone, a cell phone, or a device (like a tablet). Even if you live in an area with poor phone or internet service, there's an EVV system that will work for you!

Questions?

- Contact your In-Home Services or Consumer Directed Service provider
- Visit dss.mo.gov/mhd/providers/electronic-visit-verification.htm
- Email Ask.evv@dss.mo.gov



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