

MO EAS Frequently Asked Questions

FCSR Requirements

1. What is the caregiver identifier that must be submitted to EAS?
The Family Care Safety Registry (FCSR) will be the consistent number used to identify caregivers. The FCSR is a required field denoted in the technical specifications and the Electronic Visit Verification (EVV) vendor must transmit the FCSR in their data upload to EAS.
2. How do caregivers register for the employee FCSR number?
For information about the Family Care Safety Registry (FCSR) and to register go to the FCSR website at <https://health.mo.gov/safety/fcsr>. Do not contact the FCSR to verify existing FCSR numbers. The FCSR number should be maintained in the employee record by the provider.
3. Will the State obtain the caregiver's FCSR number electronically?
No, providers should have the number assigned to employees by the (FCSR). FCSR registration is a state requirement and a required field in EAS. Providers must enter the FCSR number into their EVV system.
4. Is EVV required for live-in caregivers?
Missouri does require use of EVV for all Patient Care Service (PCS) participants and their caregivers, even if they live together. For information about who is required to use EVV, visit the Missouri Department of Social Services Electronic Visit Verification (MO DSS EVV) web page, <https://dss.mo.gov/mhd/providers/electronic-visit-verification.htm>.
5. Will a caregiver have the same (FCSR) number if they change employers or work for multiple providers?
Yes, the same FCSR number remains with the employee for life.

Location Requirements

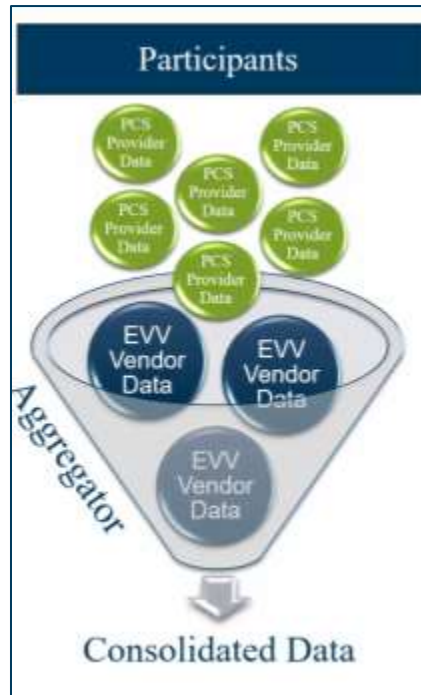
1. How should a caregiver document the location of service delivery?
To document the service delivery location, each caregiver must use a Global Positioning System (GPS) or a fixed object device within the home where the services are provided. The use of a landline telephone is an exception to this requirement.
2. Are there specific requirements when using a fixed object device to document the service delivery location?
The provider must verify the fixed object device installation in the home where services are provided.
3. What are the location documentation requirements in areas where there are poor phone signals or internet access?

EVV systems must have the ability to capture data when offline and upload it when access is gained.

Technical/Interfacing in EAS

1. How does the caregiver and visit data get to the Electronic Aggregator System (EAS)?

The caregiver enters visit data into the provider's EVV application. The providers EVV vendor transmits the visit data to EAS, at least daily. See figure below:



2. Is there a list of state approved EVV vendors that can be used for interfacing with EAS?
A list of state approved EVV vendors can be found at: <https://dss.mo.gov/mhd/providers/pdf/Mo-Certified-EVV-Vendors.pdf>.
3. How often will information be uploaded from our EVV vendor solution to EAS?
The providers' EVV vendor must upload data at a minimum of daily.
4. Who should providers contact if they are experiencing technical issues?
 - The provider needs to contact their EVV Vendor for technical difficulties.
 - The EVV Vendor with technical difficulties should contact Sandata at: MOaltEVV@sandata.com <moaltevv@sandata.com>

Participant Requirements

1. What is the participant identifier required to be sent to EAS?

The Departmental Client Number (DCN) is the field required to be sent to EAS and used to identify the participant.

2. Is the Date of Birth required?

Effective October 10, 2022, the client birthdate will be required for all newly submitted records. Client records received after the October enforcement date and not containing the client birthdate field, will be rejected.

Provider

1. Will there be compliance metrics provided to each provider agency to ensure we're sending good/accurate/necessary data?

Providers are responsible for logging into EAS and ensuring their visits are in a verified status.

2. What is the first step to begin integration with the aggregator?

Register your EVV Vendor at <https://evv.sandata.com/vm/login>

To register with EAS, you will need your nine-digit MO HealthNet provider ID number(s). This number is not your National Provider Identifier (NPI), IRS Employer Identification Number (EIN), MO DOR EIN, or Social Services Block Grant (SSBG) number on your PCS contracts. Some providers may have more than one MO HealthNet provider ID number, depending on whether you provide state plan In-Home Personal Care and Consumer Directed Services (CDS) and whether you enrolled with more than one legal entity using different IRS EINs. If you do not know your assigned MO HealthNet provider ID number(s), you can request that information by sending an email with your NPI number(s) to MMAC.EVV@dss.mo.gov.

3. How do I get my Provider Medicaid ID number?

If you do not know your assigned MO HealthNet provider ID number(s), you can request that information by sending an email with your NPI number(s) to MMAC.EVV@dss.mo.gov.

4. How will providers access their visit data in EAS?

Once you have received your login credentials from Sandata, you can login to EAS at: <https://evv.sandata.com/vm/login>

If you are unable to log on or view your visits, contact Sandata help desk at MOAltEVV@sandata.com or the [Sandata On-Demand portal](#).

5. Are providers expected to use EAS?

Logging in to EAS to verify visits are being sent is required to complete the onboarding process. Once data begins flowing, the provider should log on to EAS regularly to confirm their visits are submitted and viewable.

6. How can people use EVV services if they live between 2 addresses?

Per State regulations, EVV vendors must be capable of capturing multiple locations. EVV systems that do not have this capability are not compliant with State requirements.

Billing

1. Can the Provider combine their time for multiple visits (bundle visits) in the same submission to the aggregator?

No, the provider needs to submit time for each service separately.

- For example: 15 minutes of services provided on one day cannot be combined with services provided on another day.
- To ensure documentation of appropriate bills separately for each service for claims validation purposes.

2. Do we continue to use our same billing process?

You will continue to use your current billing process. There will be additional future phases that that will include submission of claims through EAS.