



Electronic Visit Verification (EVV) for Personal Care Service Providers

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MHD Education & Training

What is EVV?

Electronic Visit Verification (EVV) is a method of utilizing technology to capture point of service information related to the delivery of in-home services.

EVV compliance is achieved by, but not limited to, the use of mobile applications with Global Positioning System (GPS) capabilities, a landline or fixed devices and biometric recognition.

EVV Systems

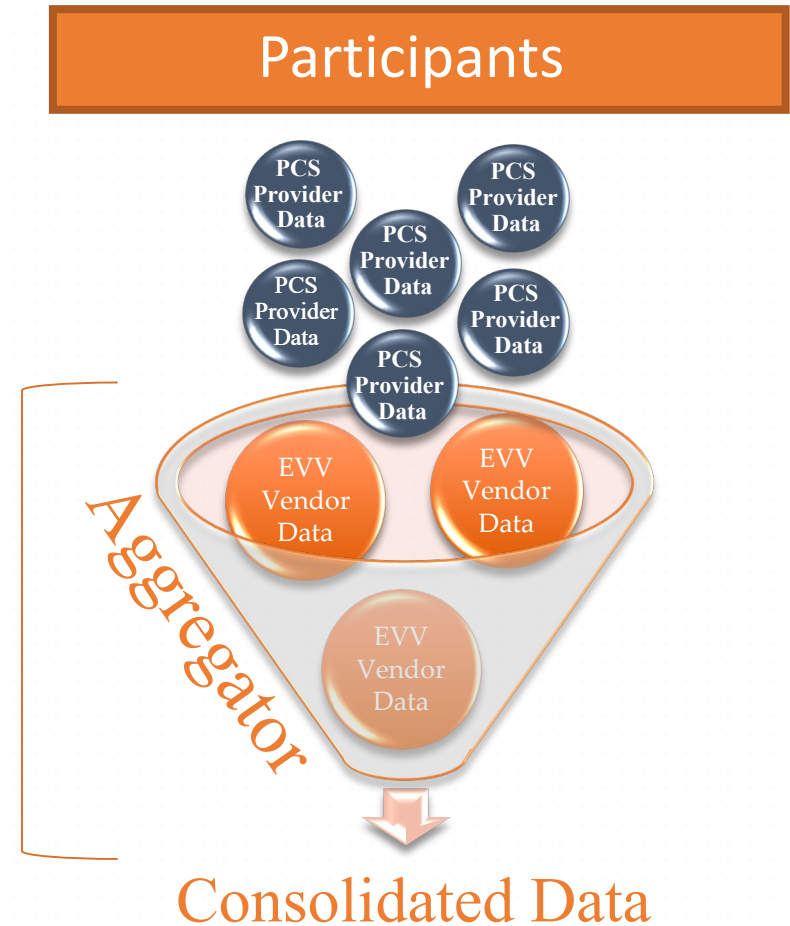
In Missouri, all Personal Care Service (PCS) providers were required to have fully implemented EVV systems as of **January 1, 2021**. All PCS providers are required to use an EVV system to collect data related to delivering services.

Missouri partnered with Sandata Technologies, LLC. to provide a vendor-neutral EVV Aggregator Solution (EAS). MO Department of Social Services (DSS) chose an open model for EVV which allows PCS providers to use an EVV system of their choice.

What is the EVV Aggregator Solution (EAS)?

The **EVV Aggregator Solution (EAS)** collects visit data from all EVV systems operating in Missouri.

- Visit data is standardized against business rules set in Missouri
- Data is presented for reporting and analysis by PCS Providers and State staff



What Services Require EVV?

EVV is required by state and federal regulations to document delivery of the following services:

- Advanced Personal Care
- Chore
- Consumer-Directed Personal Care
- Homemaker
- In-Home Respite authorized by the Division of Senior and Disability Services (DSDS)
- Personal Care
- Any of the above services reimbursed by a Managed Care Organization (Healthy Blue, Home State Health or United HealthCare)

Note: There is no exclusion for situations in which there is a live-in caregiver.

EVV Services Verification

In order to provide EVV services in the state of Missouri, all EVV systems must verify the following:

- **Type** of service performed (includes details specific to tasks for agency model and consumer directed services authorized by the DSDS)
- **Individual receiving** the service
- **Date** of the service
- **Location** of service delivery when the service begins and ends
- **Individual providing** the service
- **Time** the service begins and ends

EVV Vendors

To choose an EVV vendor, review the **list of EVV vendors** who have completed the testing process with Sandata, are certified to provide EVV services in Missouri and are currently submitting data.

As part of your Proposal for Contract to MMAC to be approved as a PCS provider, you are required to supply a copy of your EVV contract. A quote is acceptable during the proposal process, but a contract must be in place prior to the final approval. If a quote or contract is not submitted to MMAC, your Proposal will be denied.

Steps to Take After Choosing an EVV Vendor

- Register the EVV Vendor
- Register for and Complete Training
- Verify Data is in the Aggregator

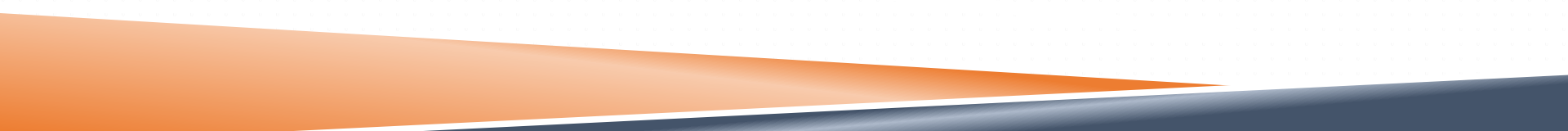


Register the EVV Vendor

After the EVV Vendor is chosen:

- **Step One:** The PCS provider completes the online Provider EVV vendor registration. If the PCS provider needs to change vendors a new vendor registration must be done.
 - Providers can register their vendor here: **[EVV Vendor Registration](#)**
 - If the provider has multiple provider numbers, they must register each provider number. For information or questions in regard to provider numbers, contact MMAC at: **MMAC.EVV@DSS.MO.GOV**

Registration and Testing of EVV Vendor

- **Step Two:** Upon completion of the online registration, the PCS provider receives an email from Sandata confirming receipt of their registration. They will also be advised that their EVV vendor will receive testing credentials on their behalf.
 - **Step Three:** The PCS provider and EVV vendor will work together to conduct testing.
 - **Step Four:** Once testing is complete, the EVV vendor submits the completed testing checklist to Sandata for validation of successful testing completion.
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Training

- **Step Five:** The PCS provider must register for and complete the EAS training in order to be issued EAS log in information.
 - Review Training information
 - Training is free, self paced and there is no limit to the number of times it can be taken.
 - At least one person from each provider agency must go through training.
 - Encourage any administrative staff responsible for entering information into the EVV system to go through EAS training.
 - Always keep a copy of certification from completing EAS training.

Confirm EAS

- **Step Six:** Once the EVV vendor begins to send production data, the PCS provider must log in to the EAS and confirm:
 - Live data is being sent to the EAS
 - The data being sent is correct

Important: Providers should routinely log in to the EAS to make sure data is being sent.

Consequences

PCS providers who fail to participate in the EAS training or submit requested information to Sandata will be subject to having one or more administrative sanctions listed in **13 CSR 70-3.030(4)** imposed by the Missouri Medicaid Audit & Compliance (MMAC) Unit, up to and including termination from the Missouri Medicaid program.

If you have any questions, email the Sandata Customer Care team at **MOAltEvv@sandata.com**.

MHD Education & Training

Visit the [Education and Training Resources page](#) for this presentation, as well as additional resources.

Contact the Education and Training Unit by email at MHD.Education@dss.mo.gov or by calling 573-751-6683.