

Minimum Electronic Visit Verification System Standards

In order to assist in meeting the deadline of January 1, 2020 for Electronic Visit Verification (EVV) implementation, the following information is being shared to aide personal care service providers in the selection of an EVV vendor. As a provider of Medicaid funded services, it is your responsibility to ensure the EVV vendor you select meets all requirements outlined by the federal and state governments.

All EVV vendors will be registered with the Missouri Medicaid Audit and Compliance Unit after verification of successful interface with the aggregator solution. This registration is required before data from the EVV system will be accepted by the State.

The aggregator solution will be able to accept information in multiple formats and will work with EVV vendors to find solutions if there are issues regarding the transfer of information. As long as an EVV system is gathering all of the data elements as required, it should be able to interface with the aggregator solution. After the successful transfer of information, the EVV vendor will be added to the list of approved EVV vendors in Missouri.

All EVV vendors that wish to provide services in Missouri must meet these general requirements:

- Must be able to record the type of service performed (including tasks or progress notes if required by the authorizing agency).
- Must be able to document and verify the service recipient's identity and the direct care worker's identity.
- Must be able to document the date of the service, and time the service begins and ends to the minute.
- Must be able to document the location in which the services start and end.

In addition, to be registered as an EVV vendor in Missouri, systems must have the following capabilities:

- Must establish a primary method for collecting visit location data through use of one or more of the following:
 - Location technologies such as Global Positioning System (GPS);
 - Telephony (if utilized, the telephone number must be associated with the participant and from an established **landline**);
 - Fixed devices at the service recipient's location; or
 - Alternative technology that meets the above requirements.
- ❖ **What does this mean?**
 - **The EVV vendor must be able to document the location of the direct care worker at the time services begin and end. If using telephony, the telephone number must be associated with a landline in order to serve as verification of location. All other types of systems require the use of location technologies such as GPS. A cellular device without GPS or other form of location verification would not provide the state with auditable confirmation of the location of service provision.**
- Must offer an alternative form for recording data in the event of system failure or natural disaster. This may include manual entry, although manual entry is only to be used as a last option for the recording of visit data.

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- ❖ **What does this mean?**
 - **Information must be entered electronically in real time. The only time paper timesheets are acceptable is when there is a system failure. This could occur due to an outage stemming from the EVV vendor, or as a result of storms or other unavoidable incidents. The reason for the paper documentation must be justified, including the reason for the entry, who made it, and when. Verification of system failure may be requested by the state at any time, including documentation from the EVV vendor, power company, landlord, etc.**
- Must have the ability to enter visit information in an offline mode when there is inadequate network capacity. This information will upload when connectivity is accessed.
- ❖ **What does this mean?**
 - **There are many areas of the state with poor internet capability. If any form of EVV aside from telephony is used in these areas, the system must be capable of accepting the information without internet access. When the direct care worker gets to an area with internet, the visit information will be uploaded.**
- Must be able to document the direct care worker by the assignment of a personal identification number unique to the direct care worker.
- ❖ **What does this mean?**
 - **To meet the requirement of verifying the direct care worker, a distinct number must be assigned to each caregiver. At this time, there is not a specific format for the identifier, but there is potential for a format to be defined following selection of the aggregator solution.**
- Must be able to collect location information for service delivery that begins or ends outside the participant's home.
- ❖ **What does this mean?**
 - **The state requires electronic visit verification be used for services delivered in the community as well as in the home. EVV systems must have a way to capture details regarding the location when not in the home of the participant.**