



Improving lives THROUGH  
supports and services  
THAT FOSTER self-determination.

# Division of Developmental Disabilities

## Electronic Visit Verification (EVV)

2023

# Background



On December 13, 2016, the 21st Century CURES Act ([114 U.S.C 255](#)) was signed into legislation.

The CURES Act was designed to improve the quality of care provided to individuals, enhance quality control, and strengthen mental health parity. A portion of the bill (Section 12006) requires Electronic Visit Verification (EVV) to be used for all Personal Care Services (PCS) and Home Health Care Services (HHCS) delivered under the Medicaid program.

# EVV Data Elements

**EVV captures Personal Assistant (PA) visit information entered at the time of the service delivery and electronically verifies:**

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Individual providing the service
- Time the service begins and ends
- Memo field completed as progress note/daily activity note



# DD Memo Field Requirement



- All DD services must include a Memo documenting activity or support provided at time of service
- The memo field must contain a detailed description of the individual's activities and how the individual was supported during the delivery of the service.

# DD Memo Field Requirement



**All** DD EVV records require appropriate documentation in the memo field

- Maximum length of memo field in the aggregator is 1024 characters (including spaces)
- Any memo exceeding this length must be truncated by the EVV vendor before sending to the aggregator
- The complete memo must be available upon request by the state

# PA Services Requiring EVV

## **EVV is required for all PA services**

- Agency-based, individual or group
- Agency based Medical individual or group
- Self-directed Medical or individual;

**Not included:** Services with a personal care sub-component such as Group Home, Individualized Supported Living.

# Procedure Codes and Modifiers

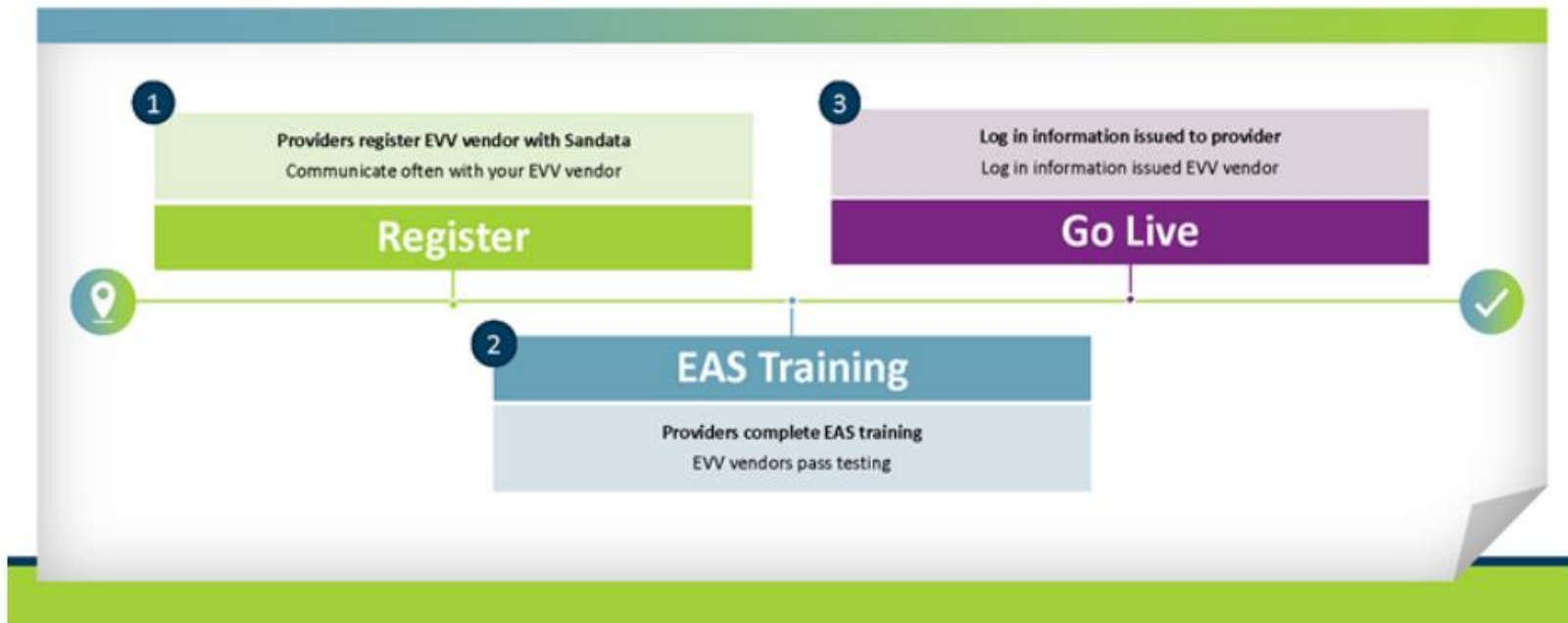


HCPCS Code	Modifier 1	Modifier 2	Modifier 3	Modifier 4	Service Description
T1019	HQ	HI			COMP - Personal Assistant Group Agency/Contractor
T1019	HI				COMP - Personal Assistant Individual Agency/Contractor
T1019	U2	HI			COMP - Personal Assistant Individual, Self-Directed
T1019	SC	HI			COMP - Personal Assistant Medical, Agency/Contractor
T1019	SC	SE	HI		COMP - Personal Assistant Medical, Self-Directed
T1019	HQ	U1			CSW - Personal Assistant Group Agency/Contractor
T1019	U1				CSW - Personal Assistant Individual Agency/Contractor
T1019	U2	U1			CSW - Personal Assistant Individual, Self-Directed
T1019	SC	U1			CSW - Personal Assistant Medical, Agency/Contractor
T1019	SC	SE	U1		CSW - Personal Assistant Medical, Self-Directed
T1019	HQ	HA			MOCDD - Personal Assistant Group Agency/Contractor
T1019	HA				MOCDD - Personal Assistant Individual Agency/Contractor
T1019	U2	HA			MOCDD - Personal Assistant Individual, Self-Directed
T1019	SC	HA			MOCDD - Personal Assistant Medical, Agency/Contractor
T1019	SC	SE	HA		MOCDD - Personal Assistant Medical, Self-Directed
T1019	HQ	HX			PFH - Personal Assistant Group Agency/Contractor
T1019	HX				PFH - Personal Assistant Individual Agency/Contractor
T1019	U2	HX			PFH - Personal Assistant Individual, Self-Directed
T1019	SC	HX			PFH - Personal Assistant Medical, Agency/Contractor
T1019	SC	SE	HX		PFH - Personal Assistant Medical, Self-Directed

# Provider Responsibilities

## PCS Provider Key Activities

Activities for Personal Care Service providers to successfully interface with the Electronic Visit Verification (EVV) Aggregator Solution (EAS)





# EVV Compliance



All PA providers were required to have fully implemented Electronic Visit Verification (EVV) systems as of January 1, 2021.

Data from EAS indicates a significant number of DD PA providers who are not in compliance with the State EVV regulation for the following reasons:

- have not selected and/or registered an EVV vendor
- have not taken EAS training
- have not sent visit data to EAS
- are sending incorrect or incomplete visit data to EAS

State regulation regarding EVV compliance criteria and responsibilities is available at **13 CSR 70-3.320**.

# EVV Compliance

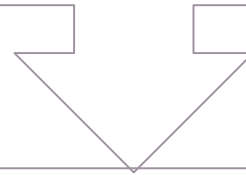


If the State becomes aware of a PA service provider who is not actively submitting accurate and complete visit data to EAS, outreach will be made to verify the status of their EVV utilization

- Providers are expected to communicate frequently with their EVV vendors to ensure their visit data is being sent to EAS
- Providers who fail to successfully integrate with EAS are 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.

# EVV Vendors

EVV vendors provide electronic technologies for the purpose of recording point of service visit information

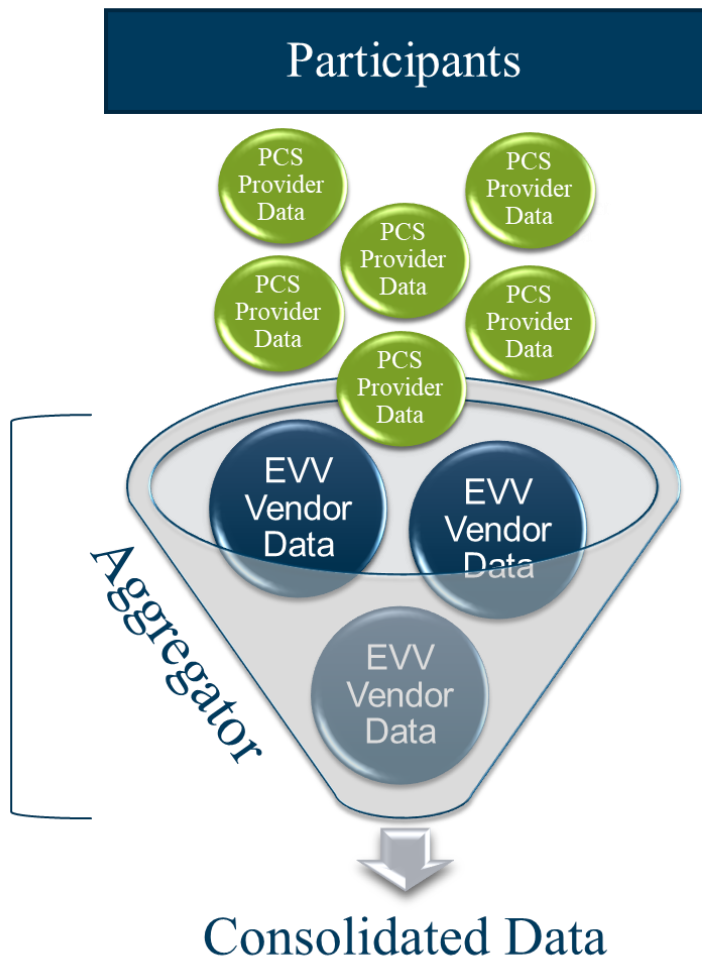


Missouri uses the provider choice model for EVV which allows PA providers to choose an EVV vendor that best meets their needs

# EVV Aggregator Solution (EAS)

## EAS

- **Consolidates** the data from the EVV vendors
- **Formats** it for commonality
- **Presents** it for reporting and analysis



# Utilization of EAS

- PA providers must log in to EAS to ensure visit data is being submitted by their EVV vendor and the visit data is correct
- State agencies use EAS for oversight into their Medicaid funded programs
- MMAC uses EAS for reviews and auditing purposes





# EAS Login Demonstration

**Sandata**  
Get more right from the start

\* indicates required field

AGENCY

USERNAME \*

PASSWORD \*

REMEMBER ME

**LOGIN**

**FORGOT PASSWORD?**

[Privacy Policy](#)

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Usage Agreement: You are accessing this information system using your unique credentials, and the sharing of credentials is strictly prohibited. Use of this information system indicates consent and acknowledgement that your activity may be monitored, recorded and subject to audit. Unauthorized use of this information system is prohibited and subject to criminal and civil penalties.

# DD Value Based Payment Incentives for EVV



**Who:** Any service provider of agency personal assistant (PA) services that successfully connect and transfer verified records to the state EVV aggregator. Self-Directed Service PA is not eligible.

**What:** Payment amount equivalent to 1% of claim payments made to the agency for the six month period when 80% or greater of EVV records match paid claims. This payment is a data reporting payment for VBP benchmarking in future years.

**Why:** Electronic timekeeping, adds efficiency, provides quicker payments, allow for better coordination of care, easier scheduling, verification that care was received at the point of care, and minimizes billing errors.

Additional information can be found at:

[Value Based Payments \(VBP\) | dmh.mo.gov](https://www.dmh.mo.gov/dd/ValueBasedPayments(VBP)|dmh.mo.gov)

# EVV Resources



PA Providers having issues, email:  
MO HealthNet @ [askev@mhdmoh.gov](mailto:askev@mhdmoh.gov)

If PA Providers are having issues with CIMOR or DD related issues email:  
[ddmail@dmh.mo.gov](mailto:ddmail@dmh.mo.gov)

If EVV Vendors are having issues email or call:  
Sandata Customer Support [MOAltEVV@sandata.com](mailto:MOAltEVV@sandata.com)  
1-833-350-5844

Sandata help desk:  
<https://sandata.zendesk.com/hc/en-us>

Link to certified EVV Vendors:  
<https://dss.mo.gov/mhd/providers/pdf/Mo-Certified-EVV-Vendors.pdf>

Providers who do not utilize EVV may face sanctions, so providers are encouraged to contact MMAC at [MMAC.IHSCONTRACTS@DSS.MO.GOV](mailto:MMAC.IHSCONTRACTS@DSS.MO.GOV) with any questions.

Please submit VBP questions to: [DMHDD.VBP@dmh.mo.gov](mailto:DMHDD.VBP@dmh.mo.gov).