

9/14/23

Electronic Visit Verification (EVV) Memo Field Requirement

Effective September 13, 2023, completion of the Memo field on all EVV visits is **REQUIRED** for all Developmental Disabilities (DD) Personal Assistant providers and EVV vendors.

- DD Personal Assistant providers must have documentation in the memo field along with the required six data points; if the visits do not meet those requirements, it will display in the Aggregator with a status of “Incomplete”.
- At a minimum of 25 characters, the visit memo field should contain a meaningful description of the individual’s activities and how they were supported during the delivery of the service. Some providers use the memo field as their daily progress note documentation; others continue to keep documentation in the home of the individual. In that case, there still needs to be minimum detailed documentation in the memo field.
- If the daily progress note in the memo field is more than 1,024 characters, the EVV vendor system must be able to truncate the characters or the memo field will be rejected.
- The EVV vendor system should be able to collect and store the daily progress notes that are over 1,024 characters; if it doesn’t, the Personal Assistant provider is responsible for storing all the daily progress notes in the event that Missouri Medicaid Audit and Compliance (MMAC) may request additional information.
- Providers must monitor the Aggregator system to confirm their agency’s visit records are verified and monitor what data is being sent to the Aggregator.

Resources:

- [Personal Assistant providers EVV Memo Field required](#)
- [Electronic Visit Verification \(EVV\) Reminders](#)
- [EVV webinar overview](#)