

## Electronic Visit Verification (EVV): What It Is and How It Works

### Overview

Electronic Visit Verification (EVV) is a federally mandated system used to verify that home and community-based services were delivered as authorized. EVV electronically records and validates visit information for personal care and home health care services to help ensure members receive approved services and that providers are accurately reimbursed. EVV requirements were established under the 21st Century Cures Act and are used by Medicaid programs nationwide.

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### Key Information Captured by EVV

EVV systems typically capture:

- Member/Participant Medicaid ID
- Date of service
- Time the service began and ended
- Provider Medicaid ID
- Caregiver information
- Procedure code and modifier
- Number of service units provided

These data elements are used to verify service delivery and support claims payment.

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### How EVV Works

#### Step 1: Service Is Delivered

A caregiver visits the member and provides the authorized service. The caregiver records the visit electronically using an EVV-approved system.

#### Step 2: Visit Data Is Submitted

The providers EVV vendor transmits visit information to the EVV Aggregator Solution (EAS). Providers are responsible for ensuring visit data is submitted accurately and timely

#### Step 3: Visit Verification

The EAS reviews the visit and places it in a verified status when all required information is present and valid. Providers should regularly review the EAS to ensure visit records are complete and accurate.

#### **Step 4: Claim Submission**

The provider submits a claim through the normal claims submission process. No special claim submission method is required.

#### **Step 5: Claims Validation**

The claim is compared against the verified EVV visit in the EAS. The following elements must match:

- Member Medicaid ID
- Date(s) of Service
- Provider Medicaid ID
- Procedure Code/Modifier
- Number of Units

If all required data matches, the claim can continue through payment processing.

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#### **Common Reasons Claims Do Not Match EVV Records**

Claims may be denied or flagged when:

- The provider is not using EVV.
  - The EVV vendor is not sending visit data to the EAS.
  - The visit is not in a verified status.
  - The provider Medicaid ID does not match.
  - The member Medicaid ID (DCN) does not match.
  - Units on the claim do not match units recorded in EVV.
  - No visit exists for the submitted date or procedure code.
  - The claim is submitted before EVV data is transmitted to the EAS.
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#### **Why EVV Is Important**

##### **Improves Program Integrity**

EVV helps verify that authorized services were delivered to eligible members and reduces the risk of improper billing.

##### **Supports Claims Accuracy**



Matching claims to verified visits improves payment accuracy and reduces the need for rework and corrections.

### **Enhances Compliance**

Providers are required to comply with EVV requirements and maintain accurate visit records. Non-compliance may result in administrative action or claim denials.

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## **Frequently Asked Questions**

### **Does EVV change how claims are submitted?**

No. Claims are submitted through existing claims processes. EVV adds a validation step that compares claim information to verified visit data

### **What happens if no matching EVV visit is found?**

Claims may be denied if a corresponding verified EVV visit cannot be matched to the claim.

### **How often should providers review EVV data?**

Providers are expected to routinely review their EAS records to ensure visits are accurate, complete, and verified.

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## **Summary**

Electronic Visit Verification (EVV) is a required process that electronically documents and verifies home-based healthcare services. EVV data must accurately match the information submitted on claims, including the member ID, service dates, provider ID, procedure codes/modifiers, and units. By ensuring visit information is complete, verified, and transmitted to the EVV Aggregator Solution, providers can reduce claim denials and maintain compliance with Medicaid requirements.

### **Resources:**

**MO-DSS Dedicated Page, See "Education & Training"**

<https://mydss.mo.gov/mhd/evv>



In Missouri, an Electronic Visit Verification (EVV) system must be used to document the delivery of personal care or home health care services under the Medicaid program. EVV is a method of utilizing technology to capture point of service information related to the delivery of in-home services. For information on getting started with EVV, visit [EVV: Setup & Support](#).

## Provider Responsibilities

Once the EVV vendor has started sending visits to [EAS](#), providers are required to log into EAS on a regular basis (at least once a week) to confirm the visit data continues to be sent and is accurate. If data is absent or inaccurate, providers will need to work with their EVV vendor to troubleshoot and resolve issues. Providers who fail to comply with all state and federal EVV regulations are subject to having administrative actions listed in [13 CSR 70-3.030\(4\)](#) imposed by the Missouri Medicaid Audit & Compliance Unit, up to and including termination from the Missouri Medicaid program.

### Education & Training

- Claims Validation Webinar February 2026
- Claims Validation Vendor Town Hall November 6, 2025
- EVV 101: Back to Basics May 2026
- EVV Aggregator Solution Provider Training**
- EVV: Requirements, Setup, and Support
- Mastering EVV Compliance and Claims Validation
- MO HealthNet Education & Training

### Provider Resources

- 13 CSR 70-3: Missouri EVV Rule
- Centers for Medicare & Medicaid EVV Information
- EVV Aggregator Solution Log-In
- EVV: Setup & Support
- Missouri EVV Vendors
- Home Health Services Reference Table
- Personal Care Services Reference Table
- Sandata Knowledge Base/Customer Support Portal

### Vendor Resources

- EVV Vendor Specifications 05/05/2025
- Specification User Guide

### Forms

- Provider Forms
- Provider Update Request
- Provider Online EVV Vendor Registration

### Provider Manual

- Home Health Manual
- Personal Care Manual
- General Sections Manual
- All Provider Manuals

### Contacts

- EVV Policy and Program Questions: [Ask.EVV@dss.mo.gov](mailto:Ask.EVV@dss.mo.gov)
- Enrollment and Compliance: [MMAC.EVV@dss.mo.gov](mailto:MMAC.EVV@dss.mo.gov)
- EAS Log-In Issues and Technical Issues: [MOAIEVV@sandata.com](mailto:MOAIEVV@sandata.com) or call (833) 350-5844