

Provider Notice: Electronic Visit Verification (EVV) Requirements

Applies to: Personal Care & Home Health Providers (Missouri Medicaid)

Effective Date: Home State Health will begin requiring EVV **September 21, 2026**

Overview

Electronic Visit Verification (EVV) is required under the 21st Century CURES Act for all Personal Care and Home Health Care services. EVV uses technology to capture visit details at the point of service, ensuring accurate documentation and compliance. Mo HealthNet began requiring EVV April 1, 2026

Missouri EVV Model

Missouri operates an **open EVV model**, allowing providers to select their EVV vendor. All systems must integrate with the state's EVV Aggregator Solution (EAS) managed by Sandata.

EVV Documentation Requirements

EVV systems must capture the following:

- Service performed (including required task/memo details)
 - Member receiving services
 - Date of service
 - Service location (start and end)
 - Rendering provider
 - Service start and end times
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Services Requiring EVV

Home Health Services:

- Nursing (RN/LPN)
- Occupational, Physical, and Speech Therapy

- Personal Care Aide

Personal Care Services:

- Personal Care / Advanced Personal Care
- Consumer-Directed Personal Care
- Homemaker and Chore
- In-Home Respite (DSDS)

Note: Applies to all Medicaid and MCO-reimbursed services. No exclusions for live-in caregivers.

Provider Responsibilities

- Ensure EVV system is compliant and integrated with EAS
 - Monitor EAS regularly (at least weekly) to confirm visit data submission and accuracy
 - Work with EVV vendor to resolve any missing or incorrect data
 - Train staff and maintain ongoing compliance
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Claims Validation Requirement (Effective 9/21/2026)

Claims must match EVV visit data in EAS, including:

- Member Medicaid ID
- Dates of service
- Provider Medicaid ID
- Procedure code/modifiers
- Units billed

Claims without matching EVV-verified visits will be denied.

Benefits of EVV

- Improves member safety and service verification
- Reduces fraud, waste, and abuse
- Enhances efficiency and transparency
- Supports data-driven quality improvement

Resources

- Email: **Ask.EVV@dss.mo.gov**
 - Refer to Missouri DSS EVV Provider Resources for setup, vendors, and training
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Action Required

- Validate EVV system compliance
- Confirm accurate, timely data submission to EAS
- Align claims with EVV visit data prior to submission

Home State will be implementing Electronic Visit Verification for Personal Care and Home Health Care services effective September 21, 2026.

Claims submitted to Home State as of this date must match the following verified visit data elements in the EVV Aggregator Solution (EAS) system:

Member Medicaid ID

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

Claims submitted for services requiring visit verification with no matching visits in the EVV Aggregator Solution (EAS) system will be denied.

Denials may occur for the following reasons but are not limited to:

- EVV is not being used by the provider

- The provider's EVV vendor is not sending visits to the EAS
- Visits in the EAS are not in a verified status
- Claims are being submitted before the EVV vendor sends the visit to the EAS