



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 | Phone: 573-751-6400 | FAX: 573-751-6010
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Sarah Willson
Director

Mike Kehoe
Governor

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Jessica Schaefer, Programmatic Director
Home and Community Based Services, DSDS

SUBJECT: Electronic Visit Verification (EVV) Claims Validation

This memorandum advises Home and Community Based Services (HCBS) staff and stakeholders per a MO HealthNet (MHD) Provider Bulletin, the next phase of implementation for the Electronic Visit Verification (EVV) is claims validation. This phase requires matching claims to data entered in the EVV Aggregator Solution (EAS) for each visit before payment of claims.

System updates will occur to accommodate the implementation. HCBS providers are strongly encouraged to ensure they are following all EVV requirements and are ready for this next phase. Providers should ensure the use of EVV, confirm visits are displayed accurately and ensure the EVV system is sending the visit data at least daily to EAS.

A soft launch is planned for the Fall of 2025 to assist providers in becoming familiar with the claim's validation process. The soft launch will last approximately three months. During this period, providers will receive notice when EVV services do not align with a verified visit in EAS, matching specific data elements. If a claim is denied, providers will need to determine if the error is in EAS or on the claim by reviewing the Remittance Advice (RA) and correcting it. Denied claims will continue to be paid throughout the soft launch, however it is imperative providers take this time to resolve identified issues.

Full implementation is expected in 2026 following the soft launch. Once implemented, claims will be denied and not paid without a corresponding visit in EAS or if they do not match all the data elements. Denied claims received on the RA should be identified for missing or inaccurate information. Once a denied claim is corrected in the EVV system, it must be sent to the EAS and resubmitted for payment.

Providers should begin preparing for the soft launch. Providers are encouraged to access the recently added [EVV 101](#) training to ensure an understanding of the basic requirements and the [EVV Claims Validation](#) presentation for an introduction to the process.

For questions regarding EVV and the claims validation phase, visit the [EVV webpage](#) or contact Ask.EVV@dss.mo.gov.

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