



**Missouri Department of Health and Senior Services**

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**MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS**

FROM: Kitty Engler, Bureau Chief  
Bureau of Long Term Services and Supports

SUBJECT: Changes to Electronic Visit Verification (EVV) Requirements

This memorandum is a reminder about upcoming changes to Electronic Visit Verification (EVV) requirements due to the 21<sup>st</sup> Century CURES Act (<https://www.congress.gov/114/plaws/publ255/PLAW-114publ255.pdf>). Effective January 1, 2020, all Personal Care (PC) services providers must comply with the requirements of the 21<sup>st</sup> Century CURES Act, including the use of EVV for verification of service delivery. The use of EVV will not be required for delivery of PC in a Residential Care Facility (RCF)/Assisted Living Facility (ALF) or for Adult Day Care providers.

Home and Community Based Services (HCBS) providers in Missouri are currently required to utilize EVV for reporting and verifying delivery of PC, Advanced Personal Care (APC), Consumer-Directed Services (CDS), Chore, Homemaker, Basic In-Home Respite, and Advanced Respite authorized by the Division of Senior and Disability Services (DSDS). At this time, individual participants may choose to opt out of utilizing the provider’s EVV system by using paper timesheets. However, that will no longer be an option beginning January 1, 2020, and all participants will be required to use the EVV system utilized by their HCBS provider.

Providers are encouraged to:

- Notify their participants still using paper timesheets of the upcoming changes. Any participant still utilizing paper timesheets on January 1, 2020, will potentially lose all services until they begin using an EVV system.
- Begin working with those participants to switch to the EVV system prior to January 1, 2020, to avoid losing necessary services.

DSDS staff will begin talking to participants at the next scheduled reassessment or other contact to make them aware of this change. They will advise participants the change is due to a new federal law that all

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states must implement. Participants will also be advised that anyone still utilizing paper timesheets on January 1, 2020, will potentially lose all services until they begin using an EVV system. Any participants found to be using paper timesheets will be advised to contact their provider about switching to the provider's EVV system prior to January 1, 2020, to avoid losing necessary services.

Additional information regarding changes to EVV requirements may be found on the Department of Social Services (DSS), MoHealthNet Division (MHD) website at the following link: <https://dss.mo.gov/mhd/providers/electronic-visit-verification.htm>.

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports via e-mail at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov) or by telephone at 573-526-8557.

KE/RS