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**Rules of**  
**Department of Health and**  
**Senior Services**

**Division 15—Division of Senior and Disability Services**  
**Chapter 9—Electronic Visit Verification**

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**Title 19—DEPARTMENT OF  
HEALTH AND SENIOR SERVICES**  
**Division 15—Division of Senior and  
Disability Services**  
**Chapter 9—Electronic Visit Verification**

**19 CSR 15-9.100 Definitions**

*PURPOSE: This rule defines terms used in establishing procedures for the Electronic Visit Verification requirements for in-home service providers and consumer-directed services vendors. These definitions apply solely to the information in this chapter.*

(1) Electronic Visit Verification (EVV). A telephone and computer-based system or other electronic technology used for the purpose of verifying and reporting the delivery of in-home services from the participant's home and consumer directed services from the participant's home if the services are being provided there or other location where the service is being provided as authorized by the Department of Health and Senior Services (DHSS), Division of Senior and Disability Services (DSDS).

(2) Participant. An individual receiving Home and Community Based Services (HCBS), either a consumer through consumer-directed services, as defined in 19 CSR 15-8.100, or a service recipient, as defined in 19 CSR 15-7.005, in the in-home services program.

(3) Attendant. The individual providing the Home and Community Based Services to the participant.

(4) Service.

(A) Personal Care and Advanced Personal Care, as defined in 13 CSR 70-91.010.

(B) Consumer Directed Services, as defined in 19 CSR 15-8.100.

(C) Chore, Homemaker, Basic In-home Respite, Advanced Respite, Basic Block Respite, Advanced Block Respite, and Advanced Respite Daily as defined in 19 CSR 15-7.021.

(5) Task. Tasks for all HCBS service types, including, but not limited to, tasks defined in 13 CSR 70-91, 19 CSR 15-7, and 19 CSR 15-8.

*AUTHORITY: sections 208.909 and 660.023, RSMo Supp. 2013.\* Original rule filed Sept. 1, 2015, effective Feb. 29, 2016.*

*\*Original authority: 208.909, RSMo 2005, amended 2010 and 660.023, RSMo 2010.*

**19 CSR 15-9.200 Electronic Visit Verification**

*PURPOSE: This rule establishes the minimum necessary criteria of the telephone tracking system required of in-home services providers and consumer-directed services vendors in sections 660.023 and 208.909, RSMo, respectively.*

(1) The Electronic Visit Verification (EVV) system must utilize one (1) or more of the following:

(A) The participant's personal landline or personal cellular phone;

(B) Location technologies including Near Field Communication (NFC), Global Position System (GPS), and Bluetooth Low Energy (BLE);

(C) An affixed electronic device at the participant's location;

(D) A biometric verification system which utilizes voice pattern identifications; or

(E) Alternative technology which meets the requirements in section (2) of this rule.

(2) At a minimum, the EVV system must meet the following requirements:

(A) Document and verify the participant's identity, either by the participant's personal telephone, a unique number assigned to the participant, or through alternative technology;

(B) Document and verify the attendant by the assignment of a personal identification number unique to the attendant or through alternative technology;

(C) Document the exact date of services delivered;

(D) Document the exact time the services begin;

(E) Document the exact time the services end;

(F) Support changes in the care plan which are approved by the Department of Health and Senior Services;

(G) Allow for the addition of services approved by the Department of Health and Senior Services;

(H) Be capable of retrieving current and archived data to produce reports of services delivered, tasks performed, participant identity, beginning and ending times of service, and date of services in summary fashion that constitute adequate documentation of services delivered. Any report shall include an explanation of codes utilized by the provider/vendor (e.g., 10 – Personal Care) and include the vendor/provider's identity by either name of vendor/provider and/or National Provider Identifier (NPI); and

(I) Maintain reliable backup and recovery processes that ensure that all data is preserved in the event of a system malfunction or disaster situation.

(3) Providers/Vendors, shall, either through EVV or other documentation—

(A) Accommodate more than one (1) participant and/or attendant in the same home or at the same phone number;

(B) Document the services and tasks delivered to each participant;

(C) Document the justification of manual modifications, adjustments, or exceptions after the attendant has entered or failed to enter the information as required in subsections (2)(A)–(E) of this rule; and

(D) Retain all data regarding the delivery of services for a minimum of six (6) years.

(4) In instances where a telephone or other electronic verification options, as stated in section (1) of this rule, are not available or accessible in the participant's home, or the participant refuses to allow the use of EVV, the vendor/provider must have documentation on file explaining the reason the attendant is not using EVV. When not utilizing an EVV system, the vendor/provider shall file a claim for services rendered as specified in 13 CSR 70-3.030.

(5) In no way shall this rule prohibit the vendor/provider's ability to accrue partial units pursuant to 13 CSR 70-91.

(6) Reports from the EVV systems are subject to review and audit by the Departments of Social Services and Health and Senior Services or their designee.

(7) Vendors'/providers' EVV systems shall be capable of producing reimbursement requests for participant approval that ensure accuracy and compliance with program expectations for both the participant and vendor/provider.

*AUTHORITY: sections 208.909 and 660.023, RSMo Supp. 2013.\* Original rule filed Sept. 1, 2015, effective Feb. 29, 2016. \*\**

*\*Original authority: 208.909, RSMo 2005, amended 2010 and 660.023, RSMo 2010.*

*\*\*Pursuant to Executive Orders 20-04 and 20-10, 19 CSR 15-9.200 was suspended from April 30, 2020 through June 15, 2020.*