

12/20/22

Electronic Visit Verification (EVV) Memo Field Clarification

The Division of Developmental Disabilities (DD) has further reviewed DD documentation requirements within the Missouri EVV Aggregator Solution (EAS). While EAS currently considers an EVV record to be verified without the completion of the memo field, **the EVV memo field is a requirement for personal assistant (PA) providers to use for documentation along with the required six data points.** MO HealthNet Division (MHD) is working with the EAS contractor, Sandata Technologies, to make the memo field a requirement for verification of the EVV record. Until this work is complete, it is the responsibility of the PA provider to ensure documentation is entered in the field.

If the memo field does not contain details related to delivery of service and if the progress note in the EVV memo field does not justify the time or activity, Missouri Medicaid Audit and Compliance (MMAC) may request additional information. All EVV systems should be able to collect notes over 1024 characters and store them. The EVV system must then be able to reduce the note in the memo field to maximum of 1024 characters before sending to EAS. If the EVV system is unable to store notes greater than 1024 characters, the PA provider is responsible for storing the progress note for MMAC review upon request.

Personal assistant providers are encouraged to monitor their EVV vendor to ensure they are meeting all the EVV requirements when sending data to EAS.

Documentation requirements as per 13 CSR 70 – 3.030, the provider is required to document the provision of DD Waiver services.

- [Electronic Visit Verification | Missouri Department of Social Services, MO HealthNet Division](#)
- [Provider/Services Reference Table](#)
- [Information for EVV Vendors](#)