



1st Choice Home Health Services**

Missouri EVV Exception Policy**

Effective Date: 03/01/2024

Last Reviewed: 04/01/2025

Department: Compliance / Field Services

Purpose:

To ensure compliance with Missouri Medicaid’s EVV mandate under the Department of Social Services (DSS) and Missouri AuthentiCare guidelines, while ensuring timely and fair compensation for workers.

Policy Statement:

EVV is required for all Medicaid-funded in-home services in Missouri. When the EVV system is unavailable or nonfunctional due to technical issues, the following procedure must be followed:

1. Required Documentation:

If an EVV clock-in or out is missed, the caregiver must:

- Complete the **EVV Exception Form** the same day.
- Obtain the client or authorized representative’s signature.
- Submit form to the office within **48 hours**.

2. Verification of System Issues:

The agency may verify reported system issues through:

- SVT status logs or alerts.
- Internal IT reports or device data.

- Screenshots or call logs submitted by the caregiver.

3. Exception Coding and Manual Entry:

Upon approval:

- The supervisor will submit the service manually in SVT using Missouri-approved ****exception codes**** (e.g., “System Unavailable”).
- Justification and signed documentation will be uploaded into SVT.

4. Training and Compliance:

All 1st Choice Home Health Services employees will:

- Be trained on EVV procedures and exception handling during onboarding.
- Complete annual refresher training.
- Be held accountable for timely reporting of EVV issues.

5. Compensation:

In accordance with the ****Fair Labor Standards Act (FLSA)**** and ****Missouri Department of Health and Senior Services (DHSS)**** guidelines, caregivers will be paid for all verified hours worked—even if EVV data is incomplete—provided proper documentation is submitted and verified.

6. Record Retention:

All EVV exception documentation will be stored in the employee's file for a minimum of 6 years, in compliance with Missouri Medicaid audit requirements.