



Attention: Electronic Visit Verification (EVV) Vendors Configuration Changes in Alternate EVV Interface Data Requirements

Date: May 16, 2025

The Missouri Department of Social Services (MO DSS) has identified data inconsistencies across vendors. To align the data, effective June 26, 2025, the EVV Aggregator Solution (EAS) will be configured with the changes outlined in this bulletin and in the updated MO DSS EVV Vendor Specifications.

These configuration changes aim to enhance data accuracy by applying validation rules to specific data elements, reducing the potential for errors. Vendors must modify their systems and be prepared to send the data in alignment with the updated specifications on June 26, 2025, to avoid visit rejections.

All referenced changes are documented in the updated [MO DSS EVV Vendor Specifications](#) located on MO DSS EVV website.

Vendors must modify their systems to accommodate the changes outlined in this bulletin.

Visit Data Endpoint

The visit call segment is changing from optional to required. If calls are not provided, adjusted times must be included in the parent visit element to have a verified visit. If adjusted times or manual calls are included, the VisitChanges segment must be included, as well as the reason code and user who made the change or the visit will be rejected.

If vendors send a visit with no visit call segment, the following error message will be returned:

ERROR: The Calls segment is required. The record is being rejected.

If vendors send an adjusted time or manual call with no VisitChanges segment, the following error message will be returned:

ERROR: The VisitChanges segment cannot be empty when Call Type is Manual or Adjusted In/Out Date Time are present. The record is being rejected.

Calls

Call type "Other" is being removed. If vendors send a call type of "Other," the following error message will be returned:

ERROR: The CallType format is incorrect. The record should satisfy this regular expression ['^(Telephony|Mobile|FVV|Manual)\$'] Invalid Value='Other'. The record is being rejected."

Visit Changes (removal of reason code)

Reason Code 999 "Other" is being removed. If vendors send Reason Code 999 "Other" the following error message will be returned:

ERROR: The ReasonCode format is incorrect. The record should satisfy this regular expression ['^(100|110|120|130|140|150|160|170|180|190|200|210|220|230|240|250|260|270)\$']. Invalid Value='999'. The record is being rejected.

Visit Changes (addition of new reason codes)

Two new reason codes are being enabled:

Reason Code 260: DD Budget Authorization Approved Late

Reason Code 270: DD Correction for System Alignment

Procedure by Provider Type Validation

Changes are being made to validate the service identified by the procedure code/modifier (s) is valid for the provider type associated with the EAS account.

To ensure visits are submitted under the correct EAS account, interface validation will be enabled to allow certain payer/program/service codes by provider type and reject any payer/program/service that isn't applicable by provider type. If a mismatch occurs, the following error message will be returned:

ERROR: Provider Type/Procedure Code_Modifier Mismatch.

Questions or Concerns:

For technical questions or concerns, email MOAltEVV@sandata.com.

Thank you,

Sandata Technologies

