


Quick Guide

Ensure your visits are complete, visible in the Missouri Electronic Aggregator Solution (EAS), and ready for billing.

At a Glance

- Hard edits are live for Provider #26 and #28 → **Provider #50 goes live on June 1, 2026**
- Missing setup → **Visit data is not visible in EAS**
- Incomplete visits → **Cannot be billed**
- Weekly checks → **Prevent claim denials and delays**

Top 5 Things to Check First

- 1 Enroll your provider and register for EVV services with MO DSS**
If you have multiple state issued Medicaid Provider IDs (MPIs), you must register each
- 2 Verify your Missouri contract exists in HHAeXchange**
Missing contract = no visit export
-  **3 Enter your 9-digit MPI in the Agency ID field**
Missing/incorrect = visits not visible to the state
-  **4 Select the correct Missouri Contract Type**
Required for visits to be sent
- 5 Add correct service codes (HCPCS) to each contract**
Missing codes = visits won't export

 = Critical steps

Ongoing – Check Weekly

In HHAeXchange

- Review the EVV Aggregation Report and confirm visits are in a Success status
- Check Caregiver, Patient, and Visit records, if anything has failed, it needs to be resolved
- If Caregiver or Patient data fails, the visit may not send and should be reviewed

In EAS

- Log in at least once a week
- Confirm visits are:
 - Accurate and in Verified status
- Run key reports:
 - Accrued Minutes Visit
 - Visit Claims Verification
 - CV rejections

How to Identify Incomplete Visits (EAS)

Choose to **Filter Visits By: All Visits** rather than All Exceptions to ensure full visibility across all visits and ensure visits are in a **Verified** status.

The screenshot shows the Sandata Visit Review interface. The 'FILTER VISITS BY' dropdown is set to 'All Visits'. The 'VISIT STATUS' dropdown is set to 'Incomplete'. A callout box points to the 'Incomplete' status in the table, stating: "Visits in an Incomplete status are not billable and will need to be corrected in HHAExchange and resent."

Client Name	Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Tasks	Do Not Bill	Units	Actions
		DSDS - CDS Personal Care	04/20/2026	02:03 PM	05:33 PM	03:30	02:03 PM	05:33 PM	03:30	02:03 PM	05:33 PM	03:30	03:30	Incomplete	0	<input type="checkbox"/>	14	
		DSDS - CDS Personal Care	04/19/2026	02:02 PM	05:49 PM	03:47	02:02 PM	05:49 PM	03:47	02:02 PM	05:49 PM	03:47	03:47	Incomplete	0	<input type="checkbox"/>	15	
		DSDS - CDS Personal Care	04/19/2026	01:33 PM	06:04 PM	04:31	01:33 PM	06:04 PM	04:31	01:33 PM	06:04 PM	04:31	04:31	Incomplete	0	<input type="checkbox"/>	18	
		DSDS - ILW Personal Care	04/18/2026	10:01 AM	10:16 AM	00:15	10:01 AM	10:16 AM	00:15	10:01 AM	10:16 AM	00:15	00:15	Incomplete	0	<input type="checkbox"/>	1	
		DSDS - CDS Personal Care	04/10/2026	03:33 PM	08:06 PM	04:33	03:33 PM	08:06 PM	04:33	03:33 PM	08:06 PM	04:33	04:33	Incomplete	0	<input type="checkbox"/>	18	
		DSDS - CDS Personal Care	04/08/2026	12:01 PM	01:00 PM	00:59	12:01 PM	01:00 PM	00:59	12:01 PM	01:00 PM	00:59	00:59	Incomplete	0	<input type="checkbox"/>	3	
		DSDS - CDS Personal Care	04/07/2026	01:47 PM	02:59 PM	01:12	01:47 PM	02:59 PM	01:12	01:47 PM	02:59 PM	01:12	01:12	Incomplete	0	<input type="checkbox"/>	4	

This above example shows visits marked Incomplete due to a task exception. Until these issues are corrected in HHAExchange and the visit reaches Verified status, the visit cannot be billed.

Service Codes That Require Duties (Missouri EVV)

Missouri Personal Care Provider # 26

MODSS	DSDS	T1019	TF			DSDS - Advanced Personal Care
MODSS	DSDS	T1019	U2			DSDS - CDS Personal Care
MODSS	DSDS	T1019	U6			DSDS - ILW Personal Care
MODSS	DSDS	T1019				DSDS - Personal Care

Missouri Aged and Disabled Provider # 28

MODSS	DSDS	S5120				DSDS - Chore
MODSS	DSDS	S5130				DSDS - Homemaker

Certain Missouri service codes require duties to be completed for a visit to be considered complete.

→ If duties are missing, the visit may appear in EAS but will still show as **Incomplete**.

Common EAS Rejections: What They Mean and How to Resolve Them

Found in EAS. Resolved in HHAeXchange.



Most aggregation errors are corrected in HHAeXchange and automatically reprocessed.

Missing Reason Code

ERROR

The Reason Code cannot be null. The record is being rejected. – Rejections 2281

What this means

This rejection occurs when the visit requires a valid reason code, but one was not included when the visit was exported.

This typically happens when a visit has been edited, but the required **Visit Edit Reason** was not entered.

How to resolve

1. Open the **State Aggregation Report** in HHAeXchange by navigating to **Reports > Exception Reports > State Aggregation Report**.
2. Locate the rejected visit with the **Missing Reason Code** error.
3. Open the patient's calendar by navigating to **Patient > Search Patient** and selecting the patient name.
4. Select **Calendar** and locate the affected visit.
5. Click the visit and select the **Visit** tab.
6. Review the visit to confirm that manual edits were made.
7. Select a valid **Visit Edit Reason** from the dropdown.
8. Save the visit.
9. Monitor the visit in EAS to confirm it reprocesses and reaches a **Verified** status.

Employee Identifier Format is Incorrect

ERROR

The Employee Identifier format is incorrect. The record should satisfy this regular expression ['^\d{8}\$']. Invalid Value=". The record is being rejected. |ERROR: The Employee Identifier value should be between 8 and 8. The record is being rejected. – Rejections 612

What this means

This rejection occurs when the caregiver's Employee Identifier is missing or does not meet the required format.

The Employee Identifier must be a valid Family Care Safety Registry (**FCSR**) number on the Caregiver's **HHA/PCA Registry** field in HHAeXchange and must consist of exactly **8 digits**.

How to resolve

1. Open the **State Aggregation Report** by navigating to **Reports > Exception Reports > State Aggregation Report**.
2. Locate the rejected visit and identify the caregiver associated with the record.
3. Navigate to **Caregiver > Search Caregiver**.
4. Search for and select the caregiver's profile.
5. Edit the caregiver profile.
6. Locate the **HHA/PCA Registry Number** field.
7. Verify that the caregiver's **FCSR (Family Care Safety Registry) number** is entered in the HHA/PCA Registry Number field.
8. If the FCSR number is missing, incomplete, or incorrect, update the field and save your changes.
9. Monitor the visit in EAS to confirm it reprocesses and reaches a **Verified** status.

Visit Excluded Due to Missing Call Details

ERROR

Visit Excluded due to Missing Call Details – Rejections 480

What this means

This message indicates the visit was excluded because the required call details were not available at the time the record was reviewed for export.

How to resolve

1. Open the **State Aggregation Report** by navigating to **Reports > Exception Reports > State Aggregation Report**.
2. Locate the visit with the **Call Details Not Available** rejection.
3. Review the visit details to confirm the rejection.
4. Allow time for the visit to reprocess, as call details may still be pending receipt and processing.
5. Continue monitoring the visit status in EAS.
6. Confirm that the visit reaches a **Verified** status after reprocessing.

Before You Bill

* Billing unresolved visits can lead to claim denials

Make sure every visit is complete and verified before submitting.

Required Before Billing in HHAeXchange:

- ✓ EVV Aggregation Report shows **Success**
- ✓ Visit is **Verified** in Missouri EAS

Do Not Bill in EAS if:

- Visit is missing
- Status is not **Verified**
- Status is incomplete

Additional Resources

Missouri Department of Social Services:

- [EVV Setup and Support](#) and [Electronic Visit Verification](#)

HHAeXchange Knowledge Base:

- [Configure EVV Aggregation](#), [Missouri EVV Aggregation Most Common Failed Responses](#), and [Claims Validation Webinar](#)

