

California electronic visit verification requirement

On October 6, 2022, the Department of Health Care Services (DHCS) released a [News Flash](#) to all Home Health Care Services (HHCS) providers and individual nurse providers (INPs). Electronic visit verification (EVV) is a telephone- and computer-based solution that electronically verifies all in-home service visits occur, and it must capture all six data elements listed below:

1. Type of service performed
2. Individual receiving the service
3. Date of the service
4. Location of service delivery
5. Individual providing the service
6. Time the service began and ended

Highlights of the news flash

On September 8, 2022, HHCS providers and INPs who provide in-home services were allowed to register for the CalEVV system and begin training:

- Select the following link to [register](#) in the CalEVV system. Provider agencies of HHCS are required to register in the Provider Self-Registration website:
 - Step-by-step *Quick Reference Guide (QRG)* on how to register in CalEVV.
 - Step-by-step *instructional video* on how to register in CalEVV.
- HHCS providers who have not already registered to provide EVV for PCS must complete the self-registration process to gain access to the state-sponsored EVV system. Providers of PCS who also provide HHCS do not need to register again.
- New HHCS providers must be registered in the online self-registration website, trained on how to operate the solution, and capture the six data elements with each in-home visit by **January 1, 2023**.

The CalEVV program will use an open vendor approach that will allow providers to choose between the state EVV vendor (Sandata Technologies, LLC) or an alternate EVV solution that meets state and federal EVV requirements:

- For technical assistance with the CalEVV solution, call or email their Customer Support team at **855-943-6070** or CACustomerCare@sandata.com.
- For alternate EVV assistance, call or email their Customer Support team at **855-943-6069** or CAAltEVV@sandata.com.

DHCS may take disciplinary action(s) to address non-compliant providers per [Welfare & Institutions Code \(WIC\) §14043.51](#)

DHCS is hosting a provider webinar on 12/16/2022 at 10am ([please register to attend](#)). Visit the [DHCS EVV](#) webpage for up-to-date guidance and information related to the implementation of EVV in California.

Please direct your comments, questions, or suggestions regarding EVV or request to be added to the EVV stakeholder process interested parties e-mail list by contacting EVV@dhcs.ca.gov.

<https://providers.anthem.com/ca>

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