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## Get Your CalEVV Questions Answered This Month

The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team will be hosting office hours throughout May to answer provider questions regarding registration, training, and visit maintenance.

Please email [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov) any questions in advance to allow time to prepare responses and for possible live demonstrations.

Office Hours Option 1	Office Hours Option 2	Office Hours Option 3
May 10, 2023	May 24, 2023	May 26, 2023
10AM-11AM	11AM-12PM	1PM-2PM
<b>Registration:</b> <a href="https://bit.ly/calevv1">https://bit.ly/calevv1</a>	<b>Registration:</b> <a href="https://bit.ly/calevv2">https://bit.ly/calevv2</a>	<b>Registration:</b> <a href="https://bit.ly/calevv3">https://bit.ly/calevv3</a>

**What is CalEVV?** The EVV system is a state-sponsored telephone and computer-based program that electronically verifies in-home service visits. Providers of in-home personal care services and home health care services are required to register rendered services in the program. The EVV program verifies each type of service performed, the individual receiving the service, the date of the service, the location of service delivery, the individual providing the service, and the time the service begins and ends. Claims for services that are not registered are subject to denial or recoupment. Learn more here:

<https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx>

If you have any questions about CalEVV or would like to request assistive services, please contact [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov). Any other questions can be directed to [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you for your continued commitment to our community,  
The Health Plan of San Mateo