HealthPlan
OF SAN MATEO

Healthy is for everyone

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July 24, 2023

August 2023 CalEVV Office Hours

Dear providers,

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

Please email **EVV@dhcs.ca.gov** any questions in advance to allow time to prepare responses and for possible live demonstrations.

Option 1	Option 2	Option 3
Monday, August 7	Friday, August 25	Wednesday, August 30
11AM-12PM	10AM-11AM	2PM-3PM
Join Here	**Join Here**	**Join Here**

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**. Any other questions can be directed to **PSInquiries@hpsm.org**.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo