

December 7, 2023

Upcoming CalEVV Office Hours

Dear providers,

The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team will be hosting office hours in the upcoming months 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	Option 4
Monday, December 11	Tuesday, January 9	Thursday, January 18	Wednesday, January 24
1PM-2PM	11AM-12PM	3PM-4PM	10AM-11AM
Join Here	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.

The Health Plan of San Mateo