

April 8, 2025

Upcoming CalEVV Office Hours for April 2025

Dear provider,

The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team, in partnership with the Department of Developmental Services (DDS), will be hosting office hours this month to allow providers the opportunity to ask questions. The EVV team will be prepared to answer questions regarding registration, capturing EVV visit data, how to navigate the CalEVV portal, and more.

Please email EVV@dhcs.ca.gov any questions in advance to allow time to prepare responses and for possible live demonstrations. View upcoming office hours here:

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

Upcoming office hours:

- **Monday, April 14, 2025 from 9-10AM:** [Register Here](#)
- **Friday, April 25, 2025 from 3-4PM:** [Register 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,

The Health Plan of San Mateo