

California Electronic Visit Verification (CalEVV) Codes Update

Effective January 1, 2024, the California Electronic Visit Verification (CalEVV) team implemented and went live with the following changes. Please be sure to use EVV for all home-based encounters.

What changed?

CalEVV services has been updated for the following programs:

- Multipurpose Senior Services Program (MSSP)
- Home Health Care Services (HHCS) - Managed Care Plan (MCP) and Fee-for-Service (FFS)
- Home and Community-Based Alternatives (HCBA)

Providers who use CalEVV for the above programs, please click the following link to view the updated service codes: [EVV Provider Type, Procedure and Place of Service Codes](#).

Why were these changes made?

To remain in compliance with federal and state requirements, new services were added. In addition to this, existing services deemed no longer EVV required were removed from the EVV system as of January 1, 2024.

What are the impacts?

- Provider office staff must update their client-payer records prior to service delivery.
- New Healthcare Common Procedure Coding System (HCPCS) codes for MSSP, HCBA and Home Health Agency services have been added.
- Caregivers logging visits for these programs using CalEVV will now choose the new services.
- The existing MSSP Z codes have been removed and replaced with new HCPCS codes and units.

Provider actions

- Review new services and verify if new services impact their agency.
- Providers must update the client payer section for each impacted member/client in CalEVV with the new services.

Contacts and resources

For general information about the CalEVV program, please visit these California Department EVV websites:

- [Department of Health Care Services \(DHCS\) EVV](#)
- [Department of Developmental Services \(DDS\) EVV](#)
- [Department of Aging \(CDA\) EVV](#)
- [California Department of Public Health \(CDPH\) EVV](#)

For technical assistance, contact (855) 943-6070 or CACustomerCare@sandata.com.

For additional questions, email:

- DHCS at EVV@dhcs.ca.gov
- DDS at EVV@dds.ca.gov
- CDA at EVV@aging.ca.gov
- CDPH at CDPHMCWP@cdph.ca.gov