

Attention: Home Health Care Service Provider,

The California Electronic Visit Verification (CalEVV) program is pleased to announce, that as of today, [September 8, 2022,] Home Health Care Service (HHCS) providers will be able to register in the CalEVV system.

What does this mean?

Home Health Care Service (HHCS) providers, including Individual Nurse Providers (INP), who provide in-home services are able to register into the CalEVV system and begin training before California's HHCS implementation date of **January 1, 2023**. A soft Go-Live allows up to three (3) months of additional technical assistance, outreach, and training for all HHCS providers utilizing CalEVV.

Am I subject to EVV?

Please visit the Department of Health Care Services (DHCS) [EVV website](#), and review our [Provider Types and Codes](#) document to access "EVV Provider Type, Procedure, and Place of Service Codes" to determine which providers will be impacted by EVV requirements. Please note that DHCS may amend this document at any time due to federal requirements.

Exclusions

The following services are not subject to EVV requirements:

- HHCS or PCS that do not require an in-home visit are not subject to EVV requirements.
- HHCS or PCS provided in congregate residential settings where 24-hour service is available are not subject to the EVV requirements.
- HHCS or PCS rendered by an individual living in the member's residence does not constitute an "in-home visit" and is not subject to EVV requirements.
- Any services rendered through the Program of All-Inclusive Care for the Elderly or Hospice services.
- HHCS or PCS that are provided to inpatients or residents of a hospital, nursing facility including skilled nursing facility or residence of nursing facility, intermediate care facility for individuals with intellectual disabilities, or an institution for mental diseases.
- Durable Medical Equipment is not subject to EVV requirements.

Step 1: Provider Self-Registration

Please click the following link to [register](#) in the CalEVV system. Provider Agencies of HHCS are required to register in the Provider Self-Registration portal. For additional guidance on registration, please click the following links for:

- Step by step [Quick Reference Guide \(QRG\)](#) on how to register in CalEVV.
- Step by step [instructional video](#) on how to register in CalEVV.

HHCS providers, who have not already registered to provide EVV for personal care services (PCS), must complete the self-registration process to gain access to the state-sponsored EVV system. Providers of PCS services who also provide HHCS services do not register again. New HHCS providers are to be registered in the online self-registration portal, trained on

how to operate the solution, and capture the six data elements with each in-home visit by January 1, 2023.

Each HHCS provider will need to identify a Jurisdictional Entity (JE) for the California's EVV system, the CalEVV program. A JE is a business entity responsible for the delivery or coordination of care for one or more Medicaid programs. For DHCS, examples of JEs include home and community-based waiver agencies, managed care plans, counties, and DHCS in some cases.

Open Vendor Approach

The CalEVV will utilize an open vendor approach that will allow providers to choose between the State's EVV solution or an Alternate EVV solution that meets state and federal EVV requirements.

- **State EVV Vendor – Commonly called CalEVV solution**
 - The State contracted with Sandata Technologies, LLC (Sandata) to provide a state-sponsored EVV system. Sandata is providing California with an EVV system that includes the ability to capture data elements during the visit.
- **Alternate EVV System**
 - HHCS providers have the option to implement EVV requirements using an Alternate EVV system. However, the Alternate EVV system must comply with all business requirements and technical specifications, including the ability to capture and transmit the required data elements to the CalEVV Aggregator. HHCS providers who choose to use an alternate EVV system are required to register in the EVV self-registration portal and must participate in State-sponsored training provided by Sandata.

If using the CalEVV state-provided system:

- 1) After registration is complete, you will receive a CalEVV Identifier number. Save this number.
- 2) Then, you will receive an email on how to complete the required initial CalEVV system training. Use the links in the email to access this training. Save the available certificate from the training screen. including links to register for this training.
- 3) After you've completed the required initial training, you will receive an email with information on how to set up your CalEVV account. Set up your account. Use the information from the CalEVV system data entry training, if needed.
- 4) Provide staff training (if applicable) using the webinars and recorded videos that you can access after completing your initial CalEVV system training.

If you are using an Alternate EVV vendor system:

- 1) After registration is complete, you will receive a CalEVV Identifier number. Save this number.
- 2) Ensure your selected Alternate EVV vendor successfully completes testing with Sandata Technologies, LLC to send EVV data to the CalEVV aggregator.

- 3) Take CalEVV Aggregator training using the link you will receive via email from the California Alternate EVV customer support team.
- 4) For more information about the California Alternate EVV technical specifications and Alternate EVV certification process, [click on this link](#) or email Alternate EVV customer support at CAAltEVV@sandata.com.

Step 2: Register and Complete Training

Once your provider agency is registered in the CalEVV system, your agency administrator will then receive an email with your CalEVV ID and a training link for the agency administrator. Please keep and save this ID.

Agency administrator will register for and take initial training courses.

- 1) Provider agency administrators will take the two (2) initial mandatory training courses through the Learning Management System (LMS), EVV Overview and Security, which provides the basics on how to manage user setup and security in the EVV portal.
- 2) Courses located in Sandata's LMS training are self-paced and approximately 90 minutes of content.
- 3) Once initial training courses are complete, the agency administrator will receive production credentials and a confirmation email with next steps.

Following agency administrator initial trainings:

- 1) Approximately 24-48 hours after training is completed, the agency administrator will receive an email with directions on how to log into the eTRAC system and download your agencies Welcome Kit.
- 2) Initial login credentials.
 - a) Information needed to log visits using the telephony system.
 - b) Other helpful system information as you get started in CalEVV.
- 3) Send CalEVV ID & training link to staff.
- 4) Create staff account(s) and recipient(s) information.

Provider agency administrator and office staff are able to take live webinar training sessions starting September 28, 2022. Please sign up to attend live webinar training at <https://go.oncehub.com/CalEVVProviderTraining>. HHCS providers will gain access to extensive training and technical assistance, including self-guided learning modules and EVV system demonstrations, provided by Sandata. The following [CalEVV video library](#) can be accessed at any time by staff or as a refresher to current staff on ensuring provider compliance.

Step 3: Submitting All Six Data Elements for Each In Home Visit

The EVV solution or the Alternate EVV solution must capture all six (6) data elements listed below for each in home visit:

- I. the type of service performed
- II. the individual receiving the service

- III. the date of the service
- IV. the location of service delivery
- V. the individual providing the service
- VI. the time the service begins and ends

Provider Compliance

Per the federal CURES Act, if a provider (enrolled, contracted or subcontracted) renders Medi-Cal services that are subject to EVV, that provider is required to be registered, trained, using either the CalEVV system or an Alternate EVV solution, and submitting EVV visit data by no later than **January 1, 2023**. Otherwise, will be considered out of compliance. As a result, DHCS may take disciplinary action(s) to address the non-compliant provider, per [W & I §14043.51](#).

Next Steps

- HHCS providers to register in the CalEVV solution starting **today** and begin training.
- DHCS will host an informational webinar in October to assist JEs and providers with how to register and explain the training that must be completed and how to capture all required data elements to be fully compliant.
- JEs may participate in EVV webinars and may forward all DHCS EVV communications to their HHCS providers and INPs for awareness.
- HHCS providers must comply with EVV requirements by **January 1, 2023**
- If you are receiving this letter in error or EVV does not impact your agency, please email us so that our EVV team can remove your contact information from our distribution list.

Contacts and Resources

Please visit our [DHCS EVV webpage](#) for up to date guidance and information related to the implementation of EVV in California.

Please direct your comments, questions, or suggestions regarding EVV, or to be added to the EVV stakeholder process interested parties e-mail list, to EVV@dhcs.ca.gov.

For technical assistance with the CalEVV solution, please call or email your Customer Support team at 1-855-943-6070 or CACustomerCare@sandata.com.

For Alternate EVV assistance please call or email your Customer Support team at 1-855-943-6069 or CAAltEVV@sandata.com.

Please stay tuned for upcoming guidance and communications around CalEVV's HHCS implementation.

Regards,

California Department of Health Care Services
EVV@dhcs.ca.gov