



**To:** All Home Health Care Services (HHCS) Providers and Personal Care Services (PCS)  
**From:** IEHP – Provider Relations  
**Date:** September 22, 2022  
**Subject:** **ACTION REQUIRED: Electronic Visit Verification (EVV) Implementation Requirements – Self Registration Required by October 19, 2022**

The California Department of Health Care Services (DHCS) has released APL 22-014, which mandates **all Personal Care Services (PCS), Home Health Care Services (HHCS) Providers** and subcontracted Providers for in-home visits by a provider comply with federally mandated **Electronic Visit Verification (EVV) requirements**.

### **BACKGROUND**

**EVV is a federally mandated telephone and computer-based application program that electronically verifies in-home service visits.** The program will aid in reducing fraud, waste and abuse (FWA). The EVV program must verify the following 6 mandatory data components:

- The type of service performed;
- The individual receiving the services;
- The date of the services;
- The location of service delivery;
- The individual providing the service; and
- The time the service begins and ends.

### **WHAT DO YOU NEED TO DO?**

To avoid any delays in claims reimbursement, Provider and subcontracted Providers **MUST register for and use the CalEVV system**. DHCS will take action against Providers who have failed to comply with EVV requirements.<sup>1</sup>

1. **Self-register\* and complete initial training courses** to unlock account credential by **October 19, 2022**.

2. **Please save the registration confirmation email** and keep it available for IEHP upon request.

**\*To begin your registration process, visit DHCS website at <https://vendorregistration.calevv.com>.** For more information about the EVV requirements and functionality, the EVV System and other training webinars, please visit. <https://fast.wistia.com/embed/channel/8e4gnppxhq>.

As a reminder, all communications sent by IEHP can also be found on our website at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

<sup>1</sup> Department of Health Care Services (DHCS) All Plan Letter (APL) 22-014, “Electronic Visit Verification Implementation Requirements”