IE♥HP

We heal and inspire the human spirit.

To:	EVV Impacted Providers and Individual Nurse Providers
From:	IEHP – Provider Relations
Date:	January 18, 2024
Subject:	**REMINDER: <u>One</u> (1) DHCS EVV Update Coming February 2024!**

<u>Effective February 1, 2024:</u>

What is changing?
The CalEVV team is targeting to implement Multi-factor Authentication (MFA) to its CalEVV Portal, Aggregator, and Business Intelligence (BI) tool.

What is MFA?
MFA, also referred to as two-factor authentication, is a security method that requires users to provide two or more forms of identification before granting access to an account or system.

How does MFA work?
Typically, MFA involves providing a password or Personal Identification Number (PIN) along with an additional factor, such as a fingerprint or security token, which is a unique passcode generated for users to enter to gain access to the system. By requiring multiple factors of authentication, MFA makes it more difficult for unauthorized users to access an account and therefore protecting CalEVV data.

MFA Requirements:

- MFA can be performed via the valid email address associated with your CalEVV user profile or by using either Google Authenticator or Microsoft Authenticator, which are third-party authentication applications.
- MFA reauthentication will be required every 12 hours regardless of activity for CalEVV Portal and CalEVV Aggregator.
- MFA reauthentication will be required every 24 hours for the CalEVV Business Intelligence (BI) Tool.
- Users will be prompted for an MFA token if the user changes browser and/or device.

Why is MFA important?
MFA is essential for securing online accounts, particularly those containing sensitive information. Passwords can often be compromised, making them unreliable as a sole method of security.

Questions?

Contacts and Resources
For general information about the CalEVV program, please visit these California Department EVV websites:
DHCS.ca.gov > Providers & Partners > Electronic Visit Verification   or
DDS.ca.gov

For technical assistance, contact 1-855-943-6070 or CACustomerCare@sandata.com. For additional questions, email EVV@dhcs.ca.gov or EVV@dds.ca.gov.

To: EVV Impacted Providers and Individual Nurse Providers

From: IEHP – Provider Relations

Date: January 18, 2024

Subject: DHCS EVV Office Hours – February 1st, 5th & 13th

The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team will be hosting three Office Hours to **allow Providers and Jurisdictional Entities (JE) the opportunity to ask the DHCS' EVV team questions on registration, training, submitting EVV data, and any additional inquiries you may have.** This webinar will be an interactive conversation between Providers, JEs and the DHCS' EVV team.

Please email any questions in advance to the DHCS EVV team at EVV@dhcs.ca.gov to allow time to prepare responses and for possible live demonstrations.

	Meeting Option 1	**Meeting Option 2**	**Meeting Option 3**
Date	**February 1, 2024**	**February 5, 2024**	**February 13, 2024**
Time	**3:00 p.m.–4:00 p.m.**	**11:00 a.m.–12:00 p.m.**	**1:00 p.m.–2:00 p.m.**
Link Registration	[Register here](#)	[Register here](#)	[Register here](#)

Please visit DHCS' [EVV webpage](#) or DDS' [EVV webpage](#) for more information.

Assistive Services
For individuals with disabilities, DHCS will provide free assistive devices, including language and sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic format. To request alternate format or language services, please write or email to:

<div align="center">

EVV Assistance
1501 Capitol Avenue
P.O. Box 997413, MS 0000
Sacramento, CA 95899-7413
Email: EVV@dhcs.ca.gov

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Please note: The range of assistive services available may be limited if requests are received less than ten working days prior to the meeting.