

December 14, 2022

Electronic Visit Verification Required For Personal Care Visits and Home Health Care Services Starting in 2023

Dear provider,

Starting in 2023, the Health Plan of San Mateo (HPSM) will begin implementing new federally mandated Electronic Visit Verification (EVV) requirements for:

- all personal care services.
- home health care services for in-home visits for Medi-Cal members, including visits that begin in the community and end in the home (or vice versa).

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.

The Department of Health Care Services (DHCS) implemented the EVV program for these services on January 1, 2022, and offers tools and resources to self-register for the EVV program:

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

HPSM will provide additional guidance soon, but in the meantime, we wanted to share information about this requirement in case you were not already aware of it. Contact our Provider Services department at PSInquiries@hpsm.org with any questions.

Thank you for your continued commitment to our community,
HPSM Provider Services