

February 17, 2023

## Electronic Visit Verification (EVV) Requirements

This year the Health Plan of San Mateo (HPSM) has begun implementing new federally mandated Electronic Visit Verification (EVV) requirements for some services for members. These services include all personal care services, as well as home health care services for in-home visits for Medi-Cal members. Here are some of the things you need to know about EVV.

**What is Electronic Visit Verification?** 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. Learn more here:

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

**What are the steps I need to take to comply with EVV?** Here's how HPSM Medi-Cal providers can comply with federal EVV requirements:

1. **Register in the CalEVV system.** After registering, providers will receive a CalEVV identifier number and an email on how to complete the required initial training. Register here:  
<https://vendorregistration.calevv.com/>
2. **Complete required trainings.** Once an HPSM provider is registered, they will be required to take initial training courses. Providers will take the two 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. Preview required trainings here:  
<https://go.oncehub.com/CalEVVProviderTraining>

**What are the consequences of not complying with EVV?** Failure to comply with federal EVV requirements could result in denied claims. HPSM will also begin conducting an audit as soon as the end of 2023 Q1 (March 2023) to ensure HPSM providers are complying with these requirements.

Please refer to this Department of Health Care Services' (DHCS) document for additional questions.

<https://www.dhcs.ca.gov/provgovpart/Documents/EVV-Phase-II-FAQs.pdf>

You can also contact our Provider Services department at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

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