

December 14, 2023

Live-in Caregiver CalEVV Exemption Form

Dear provider,

The Department of Health Care Services (DHCS) has recently released a California Electronic Visit Verification (EVV) Live-in Caregiver (LIC) Exemption Form. This exemption form provides instruction and guidance to caregivers who qualify to be exempt from the federally and state mandated EVV requirements.

Learn more here: <https://www.dhcs.ca.gov/provgovpart/Documents/CalEVV-Live-In-Caregiver-Information-Notice-23-01.pdf>

If exempt, providers may fill out the request form on the CalEVV webpage:
<https://www.dhcs.ca.gov/provgovpart/Pages/EVV-INP.aspx>

A "Live-in Caregiver" is a caregiver defined as someone who regularly remains in the recipient's home for more than 24 hours at a time and provides any of the authorized personal care services and home health care services.

Note: If a caregiver provides services to other recipients who do not meet the definition above, then the caregiver would still need to register for EVV.

This exemption form may apply to Individual Nurse Providers (INP), Registered Nurses, Licensed Vocational Nurses, Home Health Aides, Personal Assistance Services, Respite Services and Supported Living Services.

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>

For CalEVV questions, please email EVV@dhcs.ca.gov. All other inquiries can be directed to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you,
HPSM Provider Services