

September 5, 2024

September 2024 CalEVV Virtual Office Hours

The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team will be hosting virtual office hours this month to answer questions regarding registration, capturing EVV visit data, navigating the CalEVV portal, and any other inquiries.

Please email EVV@dhcs.ca.gov any questions in advance to allow time to prepare responses and for possible live demonstrations. Upcoming office hours will be held:

- Monday, September 9 from 9 AM-10AM: [Register Here](#)
- Friday, September 20 from 3PM-4PM: [Register Here](#)
- Tuesday, September 24 from 3PM-4PM: [Register Here](#)

What is CalEVV? 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>

If you have any questions about CalEVV or would like to request assistive services, please contact EVV@dhcs.ca.gov. Any other questions can be directed to PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo