

July 26, 2024

Upcoming In-Person CalEVV Office Hours

The Department of Health Care Services (DHCS) will be hosting in-person office hours for hands-on instruction, tools, resources, and state guidance on compliance and other content related to Electronic Visit Verification (EVV). Registration is not required, but please bring a valid photo ID to attend.

Please email EVV@dhcs.ca.gov any questions in advance to allow time to prepare responses.

All upcoming in-person office hours are from **3-5PM**:

- **July 31 and August 1** – 1900 Churn Creek Road, Suite 114, Redding, California 96002
- **August 6 and 7** – 5252nd Street, Suite 300, Eureka, California 95501
- **August 13 and 14** – 495 Tesconi Circle, Santa Rosa, California 95401
- **August 27 and 28** – 6201 San Ignacio Avenue, San Jose, California 95119
- **September 11 and 12** – 2500 S. Western Avenue, 4th Floor, Los Angeles, California 90018

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 apply rendered services in the program. The EVV program verifies each type of service performed, the individual receiving the service, the date of 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