



*We heal and inspire the human spirit.*

**To:** IEHP CBAS Providers

**From:** IEHP – Provider Relations

**Date:** July 12, 2024

**Subject: Electronic Visit Verification (EVV) – Sandata Technologies Automated Email Alerts**

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The California Department of Aging (CDA) has received questions about a series of automated email messages generated by CDA’s **Electronic Visit Verification (EVV) technology partner, Sandata Technologies, LLC.**

**Example:**

Dear Provider Administrator,

**Our records indicate that you are not in full compliance with EVV. Our systems show that you have completed self-registration but are not sending Cures compliant data to the state.**

After completing self-registration, the following are the steps that you need to complete to be compliant when using the CalEVV state-supplied system.

**In most cases, these Sandata emails can be safely disregarded by CBAS centers.**

**CBAS providers should only act on these under two circumstances involving (ERS):**

1. When actual in-home care services are rendered to a CBAS participant under ERS.

For a complete list of CBAS Core and Additional Services that fall under EVV, visit [aging.ca.gov](http://aging.ca.gov) > search “Community-Based Adult Services (CBAS) Core & Additional Services in the 1115 “CalAIM” Waiver”

2. When ERS services are rendered to a participant in the community. A few examples of CBAS/ERS services provided “in a community setting” would include CBAS/ERS furnishing participant transportation to medical visits, participant shopping trips, community outings to local parks, theaters, etc.

**Excluded** from the above EVV reporting requirements are any “doorstep” or “telephonic” care services delivered to CBAS/ERS participants. Examples of doorstep services include meal drop-offs or the delivery of “activity kits” containing games, books, puzzles, newspapers, arts/crafts materials, etc.

For more information about EVV requirements and available training resources, see [aging.ca.gov](http://aging.ca.gov)

Please feel free to direct any EVV questions to the CBAS EVV Team at [EVV@aging.ca.gov](mailto:EVV@aging.ca.gov).

As a reminder, all IEHP communications can be found at [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News & Updates > Notices