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To: Select Non-Contracted Providers of Home & Community-Based Personal Care Services
From: IEHP – Compliance
Date: June 13, 2025
Subject: **Compliance with California Electronic Visit Verification (CalEVV) Requirements**

Per the federal CURES Act, if a provider (enrolled, contracted, non-contracted, subcontracted) renders Medi-Cal services that are subject to California Electronic Visit Verification (CalEVV), that provider is required to be registered, trained, using either the CalEVV system or an alternate EVV solution, and submitting EVV visit data as of today. As a result of the CURES Act, the Department of Health Care Services (DHCS), and its partners may take disciplinary actions to address non-compliant providers, per [Welfare and Institutions Code 14043.51](#).

Our systems show that you are submitting claims for services subject to CalEVV requirements but have not complied with applicable federal and state requirements to date.

UPCOMING DEADLINE

Please Note: To meet this regulatory requirement providers must complete the following steps listed below by July 14, 2025. Non-compliance by this date may result in payment denial.

For Providers Who Will Use the CalEVV System:

- Register for CalEVV: Review the DHCS EVV website (<https://dhcs.ca.gov/EVV>), and register for the EVV system (<https://vendorregistration.calevv.com/>).
- Complete Training
- Set up a CalEVV Account Portal (<https://evv.sandata.com/>).
- Provide Staff Training (if applicable)
- Start Collecting EVV Visit Data

For Providers Who Will Use an Alternate EVV System:

- Sandata will contact your Alternate EVV vendor to ensure that your vendors are able to transmit CURES compliant EVV visit data to the state.
- Once your vendor has been credentialed, you must partner with your vendor on how to capture CURES compliant EVV visit data through your Alternate EVV System.

Final Step for Providers Using either CalEVV System or Alternate EVV System:

- Please submit to IEHP's Provider Call Center your proof of registration if using the CalEVV System or proof that your Alternate EVV vendor is credentialed by the state **no later than July 14, 2025**.
- This can be submitted via email at providerservices@iehp.org or fax at (909) 477-8561.

For more detailed CalEVV system and Alternate EVV system registration information, training, resources and Cal EVV program team contacts you can also visit the IEHP Provider website:

www.providerservices.iehp.org > Resources > Non-Contracted Provider Resources or [click here](#).

The CalEVV program team and its partners can also help answer questions that you may have regarding this registration process.

- For general questions about the CalEVV program, please email DHCS at EVV@dhcs.ca.gov.
- For technical assistance in using the CalEVV system or to register for training, please call or email the Customer Support team at **(855) 943-6070** or CACustomerCare@sandata.com.
- For California Alternate EVV technical specifications, assistance, and certification process, please call **(855) 943-6069** or email CAAltEVV@sandata.com.

For questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices