



We heal and inspire the human spirit.

To: EVV Impacted Providers, Individual Nurse Providers & CBAS
From: IEHP – Provider Relations
Date: November 18, 2025
Subject: **DHCS EVV Office Hour – December 1**

The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team, in partnership with the Department of Developmental Services (DDS), California Department of Public Health (CDPH), and the California Department of Aging (CDA), will be hosting one (1) Office Hours in the month of December.

The purpose of Office Hours is to allow providers and Jurisdictional Entities (JEs) the opportunity to ask our EVV team questions on registration, capturing EVV visit data, how to navigate the CalEVV portal, and any additional inquiries you may have. This webinar will be an interactive conversation between providers, JEs and our EVV team.

Please note: This will be a **Q&A Session only** (no presentation). You may register to attend if you have questions for the team and drop in at any time during the one-hour session. Our EVV team can provide 1:1 assistance during our new Office Hours format.

Please email our team at EVV@dhcs.ca.gov any questions in advance to allow our team time to prepare responses and for possible live demonstrations.

Monday, December 1
11:00AM – 12:00 PM
MS Teams Link: Register Here

Assistive Services

For individuals with disabilities, DHCS will provide free assistive devices, including language and sign language interpretation, real-time captioning, note-taking, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic formats. To request alternate format or language services, please write or email to:

EVV Assistance 1501 Capitol Avenue
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
Email: EVV@dhcs.ca.gov

Please note: The range of assistive services available may be limited if requests are received less than ten (10) working days prior to the meeting.

Please visit DHCS' [EVV webpage](https://dhcs.ca.gov): dhcs.ca.gov > search "EVV" or DDS' [EVV webpage](https://dds.ca.gov): dds.ca.gov > Services > EVV for more information.