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To: EVV Providers
From: IEHP – Compliance
Date: March 27, 2026
Subject: **Compliance with CA Electronic Visit Verification (CalEVV) Requirements no later than June 1, 2026**

Electronic Visit Verification (EVV) is a requirement under the 21st Century Cures Act for certain home and community-based services.

Although IEHP has historically exercised flexibility in enforcement, **please be advised that claims received by the Plan on or after June 1, 2026, must fully comply with state and federal regulations outlined in the 21st Century Cures Act and demonstrate accurate service verification.**

In a preliminary assessment, IEHP found that a high percentage of providers are not submitting fully compliant EVV data to support their claims. A couple of patterns stood out:

- ✓ Claims are being billed without rendering details (Ex. EVV data is submitted for the rendering provider whereas the rendering details are not submitted on the claim)
- ✓ Partial matches - one or more service lines don't match EVV data, whereas other lines do

To avoid claim rejections, please ensure:

- ✓ All applicable services are documented using EVV.
- ✓ Your systems and processes are fully compliant prior to the enforcement date.

Providers must complete the following steps listed below by June 1, 2026. Non-compliance on or after June 1, 2026, will result in claim rejection.

For Providers Who 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 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 April 17, 2026**. 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, please visit IEHP's provider website:

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

The CalEVV program team and its partners can help answer any questions you may have about this registration process:

- Weekly Drop-In Office Hours: Friday at 1:30-2:30 PM/PST
- 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.

If you have questions or need additional support from IEHP, 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