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To: EVV Providers
From: IEHP – Compliance
Date: May 7, 2026
**Subject: REMINDER: Claims Rejection for Non-Compliance Effective June 1, 2026
CA Electronic Visit Verification (CalEVV) Required**

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 aware 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. Patterns noted include:

- ✓ 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 the receipt date of 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 your proof of registration if using the CalEVV System or proof that your Alternate EVV vendor is credentialed by the state to IEHP's Provider Services' team **ASAP as the deadline was April 17, 2026.**

This proof of registration 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