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To: EVV Providers

From: IEHP – Provider Experience

Date: May 29, 2026

Subject: **California Electronic Visit Verification (CalEVV) Requirements Update**

Thank you for your partnership with IEHP to ensure Electronic Visit Verification (EVV) compliance.

The services you provide to our members and community are valued, and we appreciate your attention to compliance with CalEVV requirements.

For those who joined our webinar on May 27, 2026, we greatly appreciate your questions and feedback. It was very insightful and helps us identify opportunities to ensure support for remediation of non-compliance.

Update: IEHP is postponing the claims rejection process scheduled to begin on June 1, 2026.

We will be sending out a Frequently Asked Questions (FAQ) document next week. We will also include more information on how your agency can ensure you are registered in the CalEVV system and report all necessary service data via the CalEVV process and billing.

IEHP is closely partnering with the Department of Health Care Services (DHCS) to ensure that all technical assistance support for providers is readily available and clear.

Please continue to send any concerns, questions, and feedback to providerservices@iehp.org.

Thank you again for the valued care you provide and your commitment to compliance.

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

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