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To: Medi-Cal IPAs

From: IEHP – Contracts

Date: November 23, 2026

Subject: **CalEVV Compliance Tips – Steps to Ensure Transmission of EVV Data to Your IPA**

With IPAs assuming responsibility for Home Health (HH), effective January 1, 2027, please note these providers are required to employ Electronic Visit Verification (EVV).

EVV is a requirement under the 21st Century Cures Act for certain home and community-based services. IEHP has continued to review the provider EVV data we receive from the Department of Health Care Services (DHCS) against the claims billed by our Home Health and Personal Care Services (Community Supports) network to ensure the plan and our contracted providers are accountable for meeting CalEVV requirements.

IEHP has been working closely with providers subject to EVV compliance and want to share some helpful tips to assist HH providers as they will be billing the IPAs for services moving forward.

We recommend using the template below when communicating with HH Providers and updating it specific to your IPA.

In collaboration with DHCS, we have **identified three key concerns that their entity can address immediately to meet compliance requirements:**

TEMPLATE

1) **When registering through CalEVV, practices must add (IPA)as a Jurisdictional Entity**. If **(IPA)** is not entered as a Jurisdictional Entity/Jurisdiction, the IPA does not receive the EVV data required to ensure compliance.

    a. Your entity may have registered through CalEVV prior to contracting with **(IPA)** or missed the opportunity to enter **(IPA)** as a jurisdiction. Please do not assume that our IPA has been entered as a jurisdiction; check the CalEVV registry to confirm.

2) **Provide authorization in the EVV system for each member and service being rendered.** Authorization must match the Client ID with the appropriate jurisdiction and service codes. Please ensure the service start date is on or prior to the first date of service for the specified service code to ensure **(IPA)** receives EVV data for these visits. If authorization is not provided for each member and service, **(IPA)** may not receive EVV data associated with the services. For further assistance regarding authorizations in the EVV system, please reference the training video resources below, or reach out to your Alternate EVV vendor.

Please visit DHCS's EVV webpage for comprehensive guidance and information about EVV requirements: **https://www.dhcs.ca.gov/providers-partners/california-electronic-visit-verification/**

Instructional videos and Quick Reference Guides are available

- Step-by-step on how to register in CalEVV https://player.vimeo.com/video/1137771350?badge=0&autopause=0&player_id=0&app_id=58479
- CalEVV Quick Reference Guide for Provider Self-Registration Portal Process

chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.dhcs.ca.gov/wp-content/uploads/2025/10/CalEVV-Self-Registration-Quick-Reference-Guide.pdf

- Additional Training Videos, including the Authorization Process in CalEVV https://knowledge.sandata.com/sandata/Content/Documentation-SD/PayerPrograms/California/SD-PayerProg-CA-Training-Videos-En.htm

Please find below a screenshot from the Quick Reference Guide where the area to enter **(IPA)** as Jurisdictional Entity is highlighted:

- You must add at least one Provider Identifier. A provider identifier is used when you bill for services. It is generally how the state or a jurisdictional entity (county, waiver agency, regional center, MCP, etc.) recognizes you. Please provide **all possible** identifiers for each contracted service you provide.
  a. **DHCS, CDPH,** and **CDA** require a National Provider Identifier (NPI). Providers are required to enter the ID they use for billing. For CDA/CDPH, if you do not have an NPI, enter the Employer Identification Number (EIN).
  b. For **DDS**, please use your Vendor ID.
  c. **Do not list jurisdictional entities to whom you do not bill.** If you add a JE to whom you do not bill for services, you are creating a data integrity issue and may have a reportable breach of Personally Identifiable Information (PII).



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

For more detailed CalEVV system and Alternate EVV system registration information, training, resources, and Cal EVV program team contacts, please visit (IPA's) provider website:

Please remember that CalEVV hosts Weekly CalEVV Drop-In Hours every Wednesday from 10:00am – 11:00 am (PST). Registration is not required, and these office hours serve as an opportunity for you to ask direct questions to ensure you are registered and complying as expected.

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If you have any questions, please contact the **(IPA)** Provider Call Center at XXXXX or email XXXX