We heal and inspire the human spirit.

To: Home Health Providers

From: IEHP – Ancillary Relations

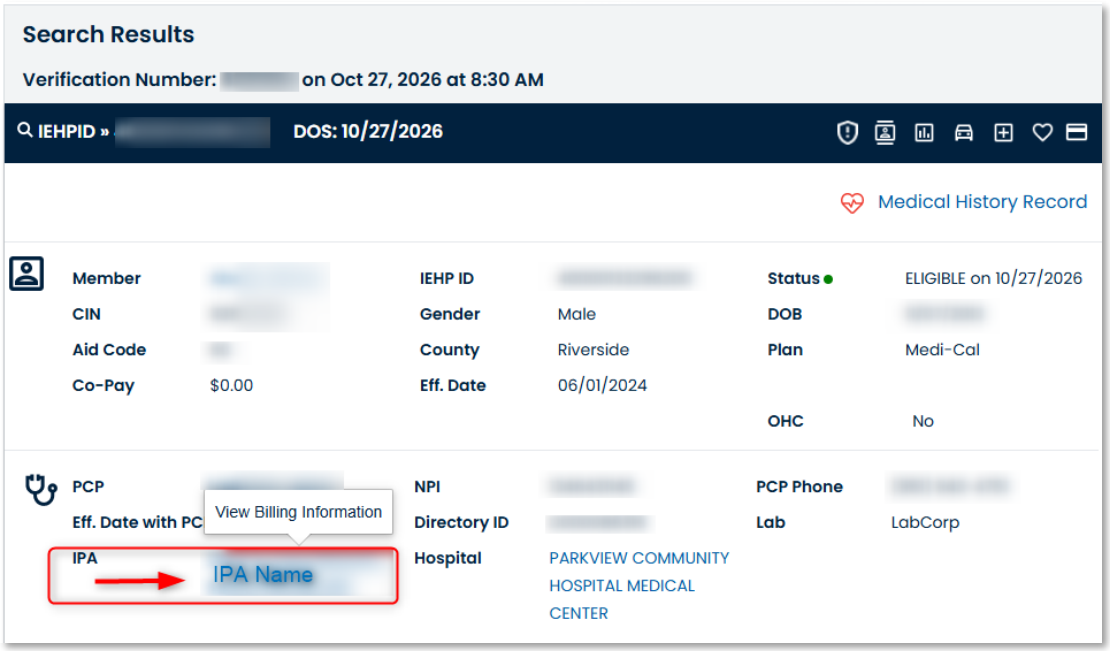
Date: November 25, 2026

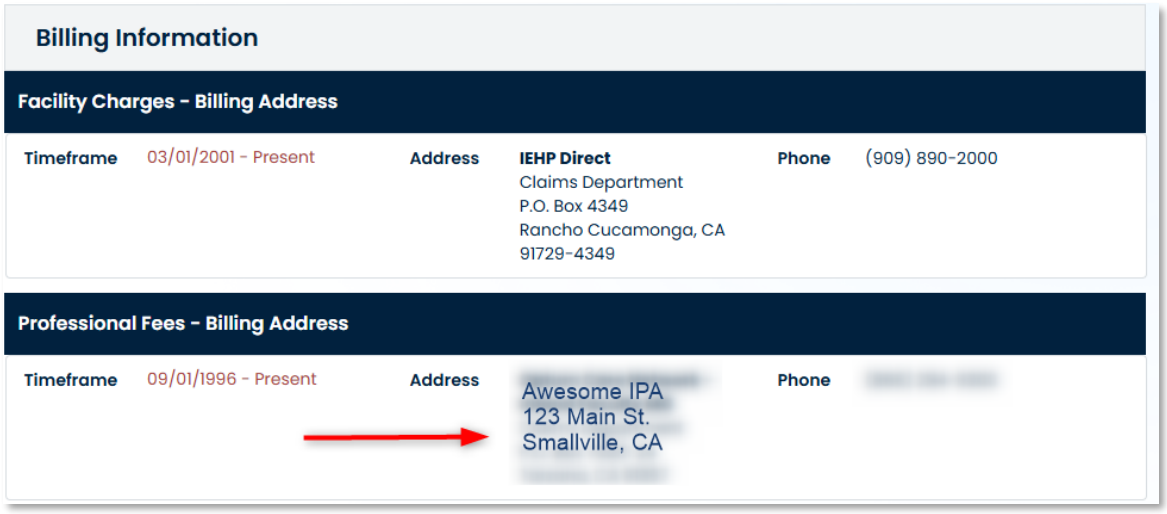
Subject: **Upcoming Billing Change – Bill Member's IPA for Home Health Services**

Effective January 1, 2027 Home Health services will be paid by the Member's IPA.

Prior to billing, verify Member's IPA affiliation under the Eligibility tab, if IEHP Direct, then bill IEHP, if another IPA, bill that IPA directly.

Click on the IPA name to open the billing information:





★ Even with this change, **Electronic Visit Verification (EVV) is STILL a requirement under the 21st Century Cures Act for certain home and community-based services**.

The assigned IPA will continue to review the provider EVV data received from the Department of Health Care Services (DHCS) against the claims billed by their Home Health network to ensure the IPA and their contracted providers are accountable for meeting CalEVV requirements.

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

1) **When registering through CalEVV, practices must add IEHP as a Jurisdictional Entity**. If IEHP is not entered as a Jurisdictional Entity/Jurisdiction, the plan does not receive the EVV data required to ensure compliance by our network providers.
    a. Your entity may have registered through CalEVV prior to contracting with IEHP or missed the opportunity to enter IEHP as a jurisdiction. Please do not assume that IEHP has been entered as a jurisdiction; check the CalEVV registry to confirm.
2) **Please ensure that all service providers enter IEHP as the jurisdiction at the point of care**. This applies regardless of whether a member is assigned to IEHP Direct or one of our contracted IPAs (e.g. LaSalle Medical Associates, Optum – Inland Faculty Medical Group, Physicians Health Network (PHN)). If you do not report IEHP as the member's jurisdiction at the time of service, we will not receive the data.
3) **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 IEHP receives EVV data for these visits. If authorization is not provided for each member and service, IEHP 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 the 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).



Please remember that CalEVV hosts Weekly CalEVV Drop-In Hours every Wednesday from 10 – 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.

Microsoft Teams **Join the meeting now**
Meeting ID: 282 705 744 583 80
Passcode: SU75UJ3z
Dial in by phone
+1 279-895-6425,,247021042# United States, Sacramento

Find a local number
Phone conference ID: 247 021 042#

IEHP's Ancillary Services Team and Community Supports Team will be in touch with your practice to confirm your understanding of these key components of EVV compliance, and we will continue to partner with your entity to support EVV compliance. For questions, AncillaryRelationsServiceTeam@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices