

## We heal and inspire the human spirit.

**To:** IEHP CBAS Providers

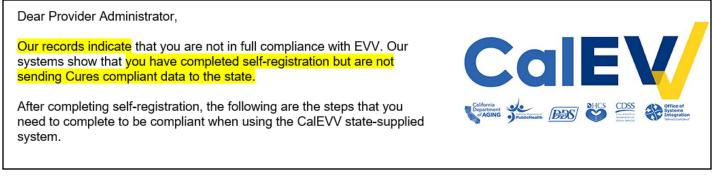
**From:** IEHP – Provider Relations

**Date:** July 12, 2024

Subject: Electronic Visit Verification (EVV) – Sandata Technologies Automated Email Alerts

The California Department of Aging (CDA) has received questions about a series of automated email messages generated by **CDA's Electronic Visit Verification (EVV) technology partner, Sandata Technologies, LLC.** 

## **Example:**



In most cases, these Sandata emails can be safely disregarded by CBAS centers.

## CBAS providers should only act on these under two circumstances involving (ERS):

1. When actual in-home care services are rendered to a CBAS participant under ERS.

For a complete list of CBAS Core and Additional Services that fall under EVV, visit <u>aging.ca.gov</u> > search "Community-Based Adult Services (CBAS) Core & Additional Services in the 1115 "CalAIM" Waiver"

2. When ERS services are rendered to a participant in the community. A few examples of CBAS/ERS services provided "in a community setting" would include CBAS/ERS furnishing participant transportation to medical visits, participant shopping trips, community outings to local parks, theaters, etc.

**Excluded** from the above EVV reporting requirements are any "*doorstep*" or "*telephonic*" care services delivered to CBAS/ERS participants. Examples of doorstep services include meal drop-offs or the delivery of "activity kits" containing games, books, puzzles, newspapers, arts/crafts materials, etc.

For more information about EVV requirements and available training resources, see <u>aging.ca.gov</u>

Please feel free to direct any EVV questions to the CBAS EVV Team at EVV@aging.ca.gov.

As a reminder, all IEHP communications can be found at <u>www.providerservices.iehp.org</u> > News & Updates > Notices