



*We heal and inspire the human spirit.*

**To:** EVV Impacted Providers, Individual Nurse Providers & CBAS  
**From:** IEHP – Provider Relations  
**Date:** October 25, 2024  
**Subject:** **DHCS EVV Office Hours – November 4 & 15**

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**Please note: As of November 1, 2024, this will be a Q&A Session only (there will be no presentation).**

Register to come if you have questions for the team and drop in at any time during the hour session. Our EVV team can provide 1:1 assistance during our new Office Hours format.

The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team, in partnership with the Department of Developmental Services (DDS), California Department of Public Health (CDPH), and the California Department of Aging (CDA), will be hosting two (2) Office Hours the month of November.

The purpose of Office Hours is to allow providers and JEs the opportunity to ask our EVV team questions on registration, capturing EVV visit data, how to navigate the CalEVV portal, and any additional inquiries you may have. This webinar will be an interactive conversation between providers, JEs and our EVV team.

Please email our team at [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov) any questions in advance to allow our team time to prepare responses and for possible live demonstrations.

	Meeting Option 1	Meeting Option 2
<b>Date</b>	<b>Monday, November 4</b>	<b>Friday, November 15</b>
<b>Time</b>	<b>11:00am – 12:00pm</b>	<b>2:30pm – 3:00pm</b>

Please visit DHCS’ [EVV webpage](#) or DDS’ [EVV webpage](#) for more information.

**Assistive Services**

For individuals with disabilities, DHCS will provide free assistive devices, including language and sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic format. To request alternate format or language services, please write or email to:

EVV Assistance  
1501 Capitol Avenue  
P.O. Box 997413, MS 0000  
Sacramento, CA 95899-7413  
Email: [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov)

**Please note:** The range of assistive services available may be limited if requests are received less than ten working days prior to the meeting.