



We heal and inspire the human spirit.

To: EVV Impacted Providers, Individual Nurse Providers & CBAS
From: IEHP – Provider Relations
Date: March 4, 2025
Subject: **DHCS EVV Office Hours – March 10, 14, 24**

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.

Monday, March 10	Friday, March 14	Monday, March 24
10:00 am – 11:00 am	2:30 pm – 3:30 pm	11:00 am – 12:00 pm

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

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

Please visit DHCS’ [EVV webpage](https://dhcs.ca.gov): dhcs.ca.gov > search “EVV” or DDS’ [EVV webpage](https://dds.ca.gov): dds.ca.gov > Services > EVV for more information.

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



CalEVV Aggregator (Providers and Jurisdictional Entities)

Aggregator users can...

- Check the visit status (e.g., Incomplete, Verified, etc) to verify EVV compliance.
- Search, generate, and schedule reports.
- Review EVV data submitted by providers via CalEVV, or an alternate EVV system, to validate that visit data is accurate and captures the required six (6) data elements.

NOTE: Jurisdictional Entities (JE) have *read-only* access and are unable to modify visit data in the Aggregator. Providers should use CalEVV or their alternate EVV system to make any necessary edits to ensure accurate data submission.

Provider Compliance

- Compliance means providers are registered and submitting Cures compliant EVV visit data for services that are provided in the home.
- EVV visit data must be captured in the CalEVV system, or an alternate EVV system, at the time of the visit.

NOTE: Manual entry or editing of a visit should only be done to ensure a compliant visit is recorded.

BI Tool users can...

- Check the visit status (e.g., Incomplete, Omit, Processed, and Verified).
- Check to see if providers are registered and associated/linked to the correct JEs.
- View and access EVV visit data to ensure Cures compliant EVV data are being submitted by their associated/linked providers.
- Filter, drill down, and export reports allowing users to validate EVV data.