

# Electronic Visit Verification (EVV) Implementation

## Background

EVV impacts all Personal Care Services (PCS) and Home Health Care Services (HHCS) provided under the Medi-Cal State Plan and various Medicaid Home and Community-Based Service waiver programs. These services are provided in California through programs managed by the Department of Health Care Services (DHCS), the California Department of Social Services (CDSS), the Department of Developmental Services (DDS), the California Department of Public Health (CDPH), and the California Department of Aging (CDA). PCS was implemented on January 1, 2022, and HHCS was implemented on January 1, 2023. All EVV impacted providers must be registered, trained, and using either the California Electronic Visit Verification (CalEVV) system or an Alternate (Alt) EVV system.

California has implemented EVV in two phases which are defined by Phase I (Case Management Information & Payrolling Systems (CMIPS)) and Phase II CalEVV:

**Phase I (CMIPS):** This phase is for the In-Home Supportive Services (IHSS) program and Waiver Personal Care Services program, focused on EVV implementation for programs that currently use the CMIPS II and Electronic Time Sheet System (ETS). Further information about CMIPS (Phase I) is available on the [CDSS EVV website](#).

**Phase II (CalEVV):** This phase is focused on EVV for non-CMIPS and agency PCS, and self-directed and agency HHCS. This includes programs at DHCS, DDS, CDPH, CDSS, and CDA as listed below:

- DDS 1915(c) Home and Community-Based Waivers, including the Self-Determination Program
- DDS 1915(i) State Plan Home and Community-Based Services
- DHCS 1915(c) Home and Community-Based Alternative Waiver
- DHCS Home Health Care Services
- CDA/DHCS Multipurpose Senior Services Program (MSSP) 1915(c) and 1115 Waiver
- CDPH/DHCS 1915(c) AIDS Medi-Cal Waiver



**Requirement:**

CMS required the state of California to deploy an EVV solution for PCS and HHCS providers for in home care. This includes PCS through provider agencies, individual providers, and some providers of self-directed services, and all HHCS. CalEVV will follow the "Open Vendor" EVV approach that will allow providers to choose between the State's EVV solution or an Alt EVV solution that meets state and federal EVV requirements.

**Note:** There are two models for the provision of PCS and/or HHCS, the Self Directed/Individual Provider Model and the Agency Provider Model.

- The Self-Directed Model, also known as the Individual Provider Model, supports the provision of PCS by an individual provider. This model gives the recipient, or their authorized representative, the autonomy to hire or fire a provider of their choosing as well as to instruct them on how to facilitate their PCS needs.
- The Agency Provider Model supports the facilitation of PCS and/or HHCS by an authorized agency who is responsible for hiring, firing, and training personnel to facilitate services on behalf of an eligible Medi-Cal beneficiary. Agency Providers are employed by commercial agencies who manage their work, process payroll, and issue their paychecks. These agencies can either have contracts with counties or enroll through DHCS as a Medi-Cal provider.