What is EVV

Electronic Visit Verification (EVV) is a system that verifies in-home service visits. EVV was established due to the 21st Century Cures Act, a federal law designed to verify that all in-home Medicaid-funded Personal Care Services (PCS) and Home Health Care Services (HHCS) were provided.

Why It Matters

EVV helps prevent fraud, waste, and abuse by electronically verifying that members are receiving their care. EVV provides transparency and peace of mind for providers regarding the services that are being rendered.

Role of the Member/Family Member

There are no impacts or roles for the member or family member around EVV requirements. The provider agencies and caregivers are responsible for capturing EVV visit data and do not change how the services are being rendered. The caregiver may ask for access to the member's landline to check in and check out of the CalEVV system.

How It Works

Caregiver checks in: At the beginning of our member's visit, the caregiver will log into an EVV system using either a landline, cell phone, and/or tablet to verify that the visit has started.

Capturing EVV data: Caregivers will be responsible for identifying the individual(s) rendering the service, the individual(s) receiving the service, the location of service delivery, and the service that has been authorized.

Caregiver checks out: At the end of our member's visit, the caregiver will log back into the EVV system using a landline, cell phone, and/or tablet to verify that the visit has ended.

What EVV Verifies

When logging into an EVV system, the caregiver verifies six (6) data elements:

- Type of service performed,
- Member receiving service,
- Date of the service,
- Location of service delivery,
- The individual providing the service, and
- Time service begins and ends.

Questions & Concerns

If you have any questions or concerns about EVV, contact DHCS at evv@dhcs.ca.gov.

If you have any questions or concerns with fraud, waste, and abuse, contact DHCS Medical Fraud Hotline at (800) 822-6222 or email fraud@dhcs.ca.gov.