

## CALIFORNIA ELECTRONIC VISIT VERIFICATION



RULES



STANDARDS



LAW



REGULATION



REQUIREMENT



POLICY

California Welfare & Institutions Code (WIC) section 14043.51\* provides California with state statute to implement the 21st Century Cures Act EVV requirements.

EVV requirements mandate providers rendering Medi-Cal services subject to EVV to comply with EVV requirements established by the Department of Health Care Services (DHCS) and partners.

**Get to compliance with EVV!**  
**Find out more below...**



### Top Reasons Providers Are Out of Compliance:

- Unauthorized Service Exceptions
- Incorrect Provider IDs
- Incorrect Client Medicaid IDs

**Providers are required to enter information about the service they are authorized to provide into the EVV system they're using.**



**Entering incorrect or not entering this information is the #1 error providers make in their compliance efforts.**

**Best Practice – Provider administrators should review visits before submitting claims.**

### Provider IDs

- What is a Provider ID? For DHCS, California Department of Aging, and California Department of Public Health, it is your National Provider Identification (NPI). For the Department of Developmental Services, it is your Vendor ID.
- Providers are required to have an active and correct Provider ID entered in the system.
- Many Provider IDs inputted in the system are incorrect. Check to see if your Provider ID is valid by checking the CalEVV Portal or Aggregator in the Security section under Manage Provider Identifiers.

**NOTE: See below for a Managing Provider Identifiers\* guide containing screenshots and steps on how to update, add, or delete any provider ID in your CalEVV account or CalEVV Aggregator.**

### Client IDs

- What is a Client ID? A unique number automatically generated by the CalEVV system after the new client is entered into CalEVV.
- Incorrect client Medicaid IDs are a big reason why some providers are not EVV compliant.
- Providers must enter all clients receiving services requiring EVV correctly into the system with an accurate Client Identification Number (CIN) or Unique Client Identifier (UCI).
- For DHCS, CDA, and CDPH a CIN is 8-digits + 1 Alpha capitalized. For DDS, the UCI is 7-digits.

**NOTE: Providers need to make sure that their CalEVV Portal / Alternate EVV System or CalEVV Aggregator have the correct client IDs.**



## Join us for our August Office Hours!

**Friday, August 09 | 3-4 pm**

[Register Here](#)

**Thursday, August 15 | 10-11 am**

[Register Here](#)

**Monday, August 19 | 1-2 pm**

[Register Here](#)

**SUBSCRIBE**

## **NEW** CalEVV E-mail Notifications

Stay informed with the latest news and updates. Click [subscribe](#) to join our mailing list.

(Explore [previous editions](#) of the CalEVV Spotlight)



## Here are some helpful links to get you started!

[DHCS CalEVV website](#)

[Self-Registration Quick Reference Guide](#)

[CalEVV Provider Self-Registration Portal](#)

[Provider Types and Codes](#)

\*[Managing Provider Identifiers](#)

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## Need Assistance?

For program policy questions, contact [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov).

For CalEVV Technical Support, contact 1-855-943-6070 or [CACustomerCare@sandata.com](mailto:CACustomerCare@sandata.com).



Questions? E-mail us at: [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov)

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