

## Protecting Privacy is Everyone's Responsibility

### What is "PII" and "PHI"?

**Personally Identifiable Information (PII):**

Any data that can be used to identify an individual, such as a name, address, or Social Security number.

**Protected Health Information (PHI):**

Any health-related information linked to an individual, including medical records, services received, and insurance information.



### What To Know About Safeguarding PII & PHI...



- Providers can protect PII and PHI by maintaining correct Provider associations to Jurisdictional Entities (JEs).
- Providers are at risk for data integrity issues if they select a JE in their Provider Identifier or Client Authorization that they do not contract with or bill services to.
- Data integrity issues can occur when provider, client, or visit information is visible to a JE that is not authorized to view it.
- Providers and/or JEs must report data integrity incidents in accordance with their respective State Department's reporting procedures.

**NOTE: Incorrect Provider-JE association could lead to data integrity issues, exposing you and others to PII or PHI, and may result in monetary penalties against the organization/business, and/or disenrollment from Medi-Cal.**

### Managing Your Provider Identifiers



Provider agencies must manage their Provider Identifiers within their CalEVV Portal or Aggregator to ensure correct Provider-JE associations. To learn more about how to add, edit, and manage provider identifiers, refer to the **Adding and Managing Provider Identifiers Quick Reference Guide (QRG)**.\*

### Managing Client Authorizations (Client-Payer-Service Associations)



Provider agencies must manage their Client-Payer-Service associations to associate to the correct JE. For CalEVV users, this can be managed through the client data entry section of the CalEVV Portal. To learn more about client authorizations, refer to the resource link below for the **Data Entry: Clients\*\*** training video.

### Why HIPAA Matters...

The Health Insurance Portability and Accountability Act (HIPAA) is a U.S. law enacted in 1996 to protect the privacy and security of individuals' medical information and ensure data confidentiality. HIPAA establishes federal standards for electronic health records, safeguarding patient data against unauthorized access and provides individuals with rights over their health information.





## Join us for our December Office Hours!

Monday, December 9 | 1-2 pm

[Register](#)

**Note: Our Office Hours is Q&A only and will no longer include a presentation. Our EVV team can provide 1:1 assistance during this new Office Hours format.**

**SUBSCRIBE**

### 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)*

## RESOURCES

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

[DHCS CalEVV website](#)

[Self-Registration Quick Reference Guide](#)

[CalEVV Data Integrity Information Notice 24-01](#)

[\\*Adding and Managing Provider Identifiers QRG](#)

[CalEVV Functionality Guidance: Messaging /  
Provider ID Maintenance / Scheduled Reports  
\[TRAINING VIDEO\]](#)

[\\*\\*CalEVV Data Entry: Clients \[TRAINING VIDEO\]](#)

[Provider Types and Codes](#)

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### Need Assistance?

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

For CalEVV Customer 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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