

Reduce Errors and Save Time!

A Guide to Accurate Visit Maintenance



What are “Visit Exceptions”?

- **Visit Exceptions:** Occur when incorrect or missing information is recorded during a visit.
- All visit exceptions are represented by a **red** colored dot on the client visit record.

Best Practice: Provider administrators will need to also fix all visits that are incomplete including those with unauthorized services before submitting claims.

How To Resolve “Visit Exceptions”



CalEVV users can access the step-by-step training videos*** linked in the **Resources** section below. The following steps guide CalEVV and Alt-EVV users on resolving visit exceptions:

For providers using the CalEVV system:

1. **Log into** CalEVV.
2. **Identify** any visits marked as incomplete due to a visit exception.
3. **Open** the client record to correct or add services in the client record.
4. **Add** ‘client/payer’ information in each client record where needed.

For providers using an Alternate EVV system:

1. **Log into** the CalEVV EVV Aggregator.
2. **Identify** visits marked as incomplete due to a visit exception.
3. **Update** the client record and client-payer-service with the authorization.
4. **Notify** your Alternate EVV vendor of the need to resolve and **resubmit data** for those clients. Ensure your vendor submits data correctly and promptly.



Understanding the Federal Statute on EVV Compliance

Providers must submit Cures compliant Electronic Visit Verification (EVV) visit data for services provided in the client’s home, and therefore must capture all six (6) of the required data elements:

- ✓ Type of service performed
- ✓ Date of the service
- ✓ Time of service
- ✓ Location of service delivery
- ✓ Individual providing the service
- ✓ Individual receiving the service

Does EVV apply to you?

To understand whether EVV applies to you, visit our **DHCS CalEVV website** for a list of services NOT subject to EVV requirements.

If you are an Independent Nurse Provider or a Live-In Caregiver whose client(s) reside with you in your home for more than 24 hours at a time, refer to [CalEVV Live-In Caregiver Information Notice 23-01*](#) and visit the [California Electronic Visit Verification for Individual Nurse Providers webpage**](#) for additional information and next steps.



Join us for our January Office Hours!

Friday, January 10 | 11-12 noon
[Register](#)

Thursday, January 16 | 10-11 am
[Register](#)

Friday, January 24 | 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)



Here are some helpful links to get you started!

[DHCS CalEVV website](#)

***[CalEVV Visit Maintenance: Introduction \[video\]](#)

*[CalEVV Live-In Caregiver Information Notice 23-01](#)

***[CalEVV Visit Maintenance: Visit Details \[video\]](#)

**[CalEVV Exemption Attestation Form for Live-In Caregivers](#)

***[CalEVV Visit Maintenance: Visit Exceptions \[video\]](#)

[Provider Types and Codes](#)

***[CalEVV Functionality Guidance: Unauthorized Service Exception \[video\]](#)

Need Assistance?

For program policy questions, contact EVV@dhcs.ca.gov.

For CalEVV Customer Support, contact 1-855-943-6070 or CACustomerCare@sandata.com.

To update Administrator access to CalEVV, submit a request ticket through [Sandata On-Demand](#).



Questions? E-mail us at: EVV@dhcs.ca.gov
Comments & Feedback: [CalEVV Feedback & Comment Form](#)