

Good Practices for Data Accuracy

Association of the Client/Member to Correct Service Codes



Providers should ensure that new or existing data entry for the Client in the CalEVV system should accurately be associated to the correct payer, services and program that have been authorized by the Jurisdictional Entity (JE).

Jurisdictional Entities (JEs) should ensure their providers have accurate and authorized services for each client/member. Ensure the payer (provider) selects the entity that approves the authorization.

Providers must be linked to the appropriate JE who authorizes their services or pays their claims.

Client Payer

* indicates required field History

PAYER * <input type="text" value="Select Payer"/>	PROGRAM * <input type="text" value="Select Program"/>	SERVICE * <input type="text" value="Select Service"/>
JURISDICTION * <input type="text" value="Select Jurisdiction"/>	CLIENT PAYER ID <input type="text" value="Enter Client Payer ID"/>	
FROM DATE * MM/DD/YYYY <input type="text" value="Select From Date"/>	TO DATE MM/DD/YYYY <input type="text" value="Select To Date"/>	

Please indicate all (*) required fields:

- **Payer*:** The entity who authorizes for services to be rendered and/or pays claim.
- **Program*:** Indicate whether the service selected is classified as *Personal Care Services (PCS)* or *Home Health Care Services (HHCS)*.
- **Service*:** Authorized service Healthcare Common Procedure Coding System (HCPCS) code. Refer to the [Provider Types and Codes¹](#) document.
- **Jurisdiction*:** The local entity with direct relationship with the state department. JEs authorize and/or pay providers for service.

They include:

- Home and Community-Based Alternatives (HCBA) Waiver Agencies,
- Managed Care Plans (MCP),
- California Children’s Services (CCS) Counties,
- Department of Health Care Services (DHCS),
- Regional Centers (RC),
- Multipurpose Senior Services Program (MSSP),
- Medi-Cal Waiver Program (MCWP) Agencies,
- County In-Home Supportive Services (IHSS).

- **Service Start Date*:** Date the service authorization begins.

When adding or correcting Provider Identifiers in CalEVV or Aggregator, note the new pop-up message when saving these changes. *Clicking the “Save” button on the Manage Provider Identifiers page, you attest that your agency gets authorization or bills for services with the JE you have identified within your EVV system or during self-registration.*





Listing a JE to which you do not bill services links your EVV data to that JE and may constitute a violation of the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Consequences of this violation may result in the imposition of monetary penalties against the organization/business and/or disenrollment from Medi-Cal.



Join us for our May Office Hours!

Monday, May 12 | 1pm – 2pm **Q&A Only**
[Register](#)

Friday, May 23 | 10am – 11am **Q&A Only**
[Register](#)

Thursday, May 29 | 11am – 12pm **Q&A Only**
[Register](#)

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Here are some helpful links to get you started!

[DHCS CalEVV website](#)

[¹Provider Types and Codes](#)

[Self-Registration Quick Reference Guide](#)

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

[Adding and Managing Provider Identifiers QRG](#)

Need Assistance?

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

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

For EVV assistance with Alternate systems, call 1-855-943-6069 or email CAAItEVV@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