



Date: January 10, 2025

From: CenCal Health
Claims Department & Provider Services Department

Subject: Action Required: Registration for EVV Compliance

Dear Community Supports Provider,

In alignment with the Department of Health Care Services (DHCS) and the 21st Century Cures Act, as of January 1, 2023, all Home Health Care Service (HHCS) providers delivering in-home services are required to capture necessary data for each in-home visit provided to CenCal Health members. This data must be submitted via the [DHCS EVV webpage](#) or an Alternate EVV solution.

CenCal Health is actively monitoring claims to ensure that visits are reported accurately to the EVV website or Alternate EVV solution. **Providers who are not registered or who fail to submit EVV visit data to both CenCal Health and DHCS may face future claims denials.** For further details, please refer to the [DHCS EVV webpage](#).

Resources:

- For general questions regarding the CalEVV program, please email DHCS at EVV@dhcs.ca.gov.
- For technical support with the CalEVV system or to register for training, please contact the Customer Support team at **1-855-943-6070** or CACustomerCare@sandata.com.
- For information on California Alternate EVV technical specifications, assistance, and certification, please call **1-855-943-6069** or email CAAltEVV@sandata.com.

We encourage you to begin the registration process as soon as possible to avoid any delays.

To initiate the process, please contact Gretchen Schroeder via email at gschroeder@cencalhealth.org, or reach out to the Provider Services Department at providerservices@cencalhealth.org.

In Partnership,
CenCal Health