



November 14, 2024

California Electronic Visit Verification (CalEVV) November Office Hours

Dear Provider Partners,

CenCal Health would like to provide the following updates regarding EVV Office Hours available to our provider network. These updates are informational only. The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team, in partnership with the Department of Developmental Services (DDS), California Department of Public Health (CDPH), and the California Department of Aging (CDA), will be hosting an Office Hours engagement this month.

The purpose of Office Hours is to allow providers and JEs the opportunity to ask our EVV team questions.

Please share this invite with all impacted providers and Individual Nurse Providers (INP).

The purpose of Office Hours is to allow providers and JEs the opportunity to ask our EVV team questions on registration, capturing EVV visit data, how to navigate the CalEVV portal, and any additional inquiries you may have. This webinar will be an interactive conversation between providers, JEs and our EVV team.

Please email our team at EVV@dhcs.ca.gov any questions in advance to allow our team time to prepare responses and for possible live demonstrations.

Date: Friday, November 15, 2024
Time: 2:30 p.m. – 3:30 p.m.
Webinar Link: Register Here

Please visit DHCS' [EVV webpage](#) or DDS' [EVV webpage](#) for more information.

Assistive Services

For individuals with disabilities, DHCS will provide free assistive devices, including language and sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic format. To request alternate format or language services, please email or write to:

EVV Assistance
1501 Capitol Avenue
P.O. Box 997413, MS 0000
Sacramento, CA 95899-7413
Email: EVV@dhcs.ca.gov

Please note: The range of assistive services available may be limited if requests are received less than ten (10) working days prior to the meeting.

We look forward to your attendance and participation. If you have any questions, please reach out to the CalEVV team at EVV@dhcs.ca.gov.

DHCS EVV Team
Managed Care Operations Division
Department of Health Care Services
Email: MMCDPMB@dhcs.ca.gov

Thank you,
CenCal HEALTH