



Electronic Visit Verification (EVV) Phase II

January 21, 2022



Agenda

- CalEVR System Status
- Impacted Providers and Responsibilities
- Self-Registration Process Overview
- CalEVR Training
- Alternate EVR Overview
- CalEVR Provider Experience and Support



CalEVR System Status



CalEVV System is Live!

- **Effective January 1, 2022, CalEVV went live.**
 - All personal care services (PCS) providers **must** be registered and must now use either the CalEVV or Alternate EVV system.
 - Includes the Department of Developmental Services (DDS), California Department of Social Services (CDSS), Department of Public Health (CDPH), Department of Aging (CDA), and the Department of Health Care Services (DHCS).



Impacted Providers and Responsibilities



Provider Types and Codes

All services provided in the home that are EVV impacted **must** be documented in the CalEVV system at the time of visit. Impacted Waiver Programs include DDS, In-Home Supportive Services (IHSS), Medi-Cal Waiver Program (MCWP), Multipurpose Seniors Services Program (MSSP), and Waiver Personal Care Services (WPCS) and also the Healthcare Common Procedure Coding System (HCPCS) codes represented below.

Department	Waiver Program	HCPCS Code	Service Description
DDS	DDS	Z9027	Regional Center (RC) Homemaker 858
DDS	DDS	Z9028	RC Homemaker Service 860
DDS	DDS	Z9029	RC In-Home Respite Service Agency 862
DDS	DDS	Z9030	RC In-Home Respite Worker 864
DDS	DDS	Z9081	RC Participant Directed Respite 465
DDS	DDS	Z9111	RC Personal Assistance 062
DDS	DDS	Z9125	RC Supported Living Services 896
CDSS	IHSS	Z9525	IHSS Provider Personal Care Service



Provider Types and Codes (Continued)

All services provided in the home that are EVV impacted **must** be documented in the CalEVV system at the time of visit.

Department	Waiver Program	HCPCS Code	Service Description
CDPH	MCWP	S5130	MCWP Homemaker Services
CDA	MSSP	Z8561	3.2 Personal Care Day
CDA	MSSP	Z8562	3.2 Personal Care Hourly
CDA	MSSP	Z8563	3.2 Personal Care Visit
CDA	MSSP	Z8574	5.1 Respite In-Home Day
CDA	MSSP	Z8575	5.1 Respite In-Home Hourly
DHCS	WPCS	T1005	Respite Care Services in Home
DHCS	WPCS	T1019	Personal Care Services in Home
DHCS	WPCS	T2017	Habilitation in Home



Roles and Responsibilities

- **Provider Agency Administrators**

- Register their provider agency in the self-registration portal.
- Register for and complete initial training sessions in the Sandata Learning Management System (LMS).
- After completing initial training, receive email (24-48 hours).
- Forward training link (webinar center) in welcome kit to agency staff.
- Enter caregiver/staff and recipient information in the CalEVV system prior to caregiver/staff entering the EVV visit data.

- **Jurisdictional Entity (JE)**

- JEs will be able to provide oversight by reviewing EVV data that providers submit.

- **Caregiver**

- Responsible for providing care in the field and entering EVV visit data (checking in/out).

- **Office Staff (non-caregivers)**

- Staff within a provider agency who have access to the EVV portal for visit and system maintenance.



Six Key Data Elements

EVV systems or solutions must electronically verify:

- Type of service performed
- Individual receiving the service
- Individual providing the service
- Date of the service
- Location of service delivery
- Time the service begins and ends



Self-Registration Process Overview



CalEVV Self-Registration Portal Overview

- PCS provider agencies must register in the self-registration portal.
- Click on the CalEVV self-registration portal link: <https://vendorregistration.calevv.com>.
- Information on the self-registration portal and the link can be found on the DHCS website: <https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx>.
- Once in the portal, provider agencies will specify if they are planning to use the CalEVV system or an Alternate EVV, otherwise known as a third-party system.
- Will receive a confirmation email from CalEVVDoNotReply@sandata.com email address of successful portal self-registration.



CalEVV Self-Registration Portal Key Points

- Provider agency's name (same name provided on claim)
- All National Provider Identifiers (NPI)
- Federal tax ID
- Address
- Telephone number
- Email



CalEVV Self-Registration Portal Key Points

- When selecting the Provider Identifier–Identifier Type, please note the following:
 - DHCS, CDPH, and CDA require NPI and EIN
 - DDS requires DDS Vendor ID

Add Provider Identifier

DEPARTMENT *
[REDACTED] ▼

JURISDICTIONAL ENTITY / JURISDICTION *
San Francisco ▼

IDENTIFIER TYPE *
EIN ▼

IDENTIFIER *
54-5345454

CalEVV Self-Registration Portal Key Points (Continued)

- When selecting the Provider Identifier, if supporting more than one program, more than one Identifier Type and Identifier is required. Providers are required to enter the ID they utilize for billing (for DHCS/CDA/CDPH that will be the NPI and EIN).
- Enter the Department, Jurisdiction Entity, Identifier Type, and Identifier number, and click the ADD button.

Provider Identifiers



The Provider Identifiers section of this form will collect all your unique identifiers per California Department. These identifiers are used by your jurisdictions in billing. You are required to enter at least one identifier. Please provide account information for each contracted service you provide to the State of California. You will be able to manage these identifiers in the CalEVV system or CalEVV Aggregator system after program launch.

Department	Jurisdictional Entity / Jurisdiction	Identifier Type	Identifier	ADD
DHCS via HCBA Waiver Agency	Access TLC	NPI	1111111111	
DHCS via HCBA Waiver Agency	Access TLC	EIN	22-2222222	
DDS via Regional Center	Alta California	DDS Vendor ID	ABC12345678910	



Next Steps

- Provider agency administrators complete registration for their organization.
- Once registered, provider agency administrator receives a CalEVV ID.
 - The CalEVV ID will pop up on the screen after submittal and is emailed to you.
 - The CalEVV ID is required to register for the initial training.
 - If you do not receive your CalEVV ID right away or via email, contact CalEVV Technical Support:
 - CACustomerCare@sandata.com or 1-855-943-6070.



CaIEVV Training



High-Level Process Overview PCS Provider Agencies

- Both CalEVR and Alternate EVR system users must self-register in the portal
- Agency administrator process is outlined below



CalEVV System Training and Initial Credentials

- Registering for and taking initial administrator training courses
 - Provider agency administrators will take the initial mandatory training through the LMS, EVV Overview and Security, which provides the basics on how to manage user setup and security in the EVV portal.
 - Courses located in Sandata's LMS training are self-paced and at maximum about 90 minutes of content.
 - Once initial training courses are complete, you will receive a completion email with next steps.
- After administrator training is completed
 - About 24-48 hours after training is completed, receive an email with directions on how to log into system called eTRAC and download a Welcome Kit.
 - Initial login credentials.
 - Information needed to log visits using the telephony system.
 - Other helpful system information as you get started in CalEVV.



Live Training or Videos and Support Materials

- Provider agency administrator and office staff are recommended to take the following training, which is available via live webinar sessions through **February 8, 2022**, and also through self-paced videos online at Sandata On Demand. Links for the following training sessions, videos, and support materials will be included in the administrator training completion email.
 - There are six training sessions available:
 - **Group Visits (How caregivers create group visits)**
 - **Group Visits (For agency users in CalEVV)**
 - **CA EVV Visit Maintenance**
 - **CA EVV Visit Capture**
 - **CA EVV Data Entry**
 - **System Overview**
 - Live webinars are **recommended** as they are more California program specific, and you may ask questions.
 - Videos and support materials can be found on Sandata On Demand.



Provider Agency Training Course List



Group Visit (How Caregivers create group visits)

Duration: **30 min**

This course explains how a caregiver starts and completes a group visit using mobile and telephony visit verification methods.

NOTE: This session will be presented with ASL interpretation on January 12th at 4 pm PT and in Spanish on January 20th at 4 pm PT.



Group Visit (For Agency users in CalEVV)

Duration: **45 min**

This course focuses on how group visit information is viewed in the CalEVV Agency Portal and how to perform visit maintenance on group visits.

NOTE: This session will be delivered in Spanish on January 13th at 9 am PT and with ASL interpretation on January 19th at 9 am PT.



Provider Agency Training Course List (Continued)



CA EVV Visit Maintenance

Duration: **90 min**

This course provides a detailed review of the Visit Maintenance module. It explains how to use the available filters to review visit data, the visit exceptions, and how to clear or resolve each exception. The user also learns how to perform visit maintenance and how to manually create and edit visits.

NOTE: This session will be delivered with ASL interpretation on 01/12 at 9 am PT and in Spanish on 01/13 at 3:30 pm PT.



CA EVV Visit Capture

Duration: **60 min**

This course walks through the process a caregiver uses to start and complete a visit using the mobile and telephony visit verification methods.

NOTE: This session will be delivered with ASL interpretation on 01/12 at 2:30 pm PT and in Spanish on 01/13 at 10:30 am PT.



Provider Agency Training Course List (Continued)



CA EVV Data Entry

Duration: **60 min**

This course explains how to search for, create, edit, and deactivate client and employee (caregiver) records in the CalEVV system.

NOTE: This session will be presented with ASL interpretation on 01/12 at 1 pm PT and in Spanish on 01/13 at 2 pm PT.



System Overview

Duration: **60 min**

This course supplies an overview of the modules in the CalEVV system. The course covers login requirements, common elements, functionality available throughout the system, an explanation of the different modules, and a description of the information available within each module. It also includes an introduction to running standard reports available in the CalEVV system.

NOTE: This session will be presented with ASL interpretation on 01/12 at 11:00 am PT and in Spanish on 01/13 at 12:30 pm PT.



Alternate EVV Overview

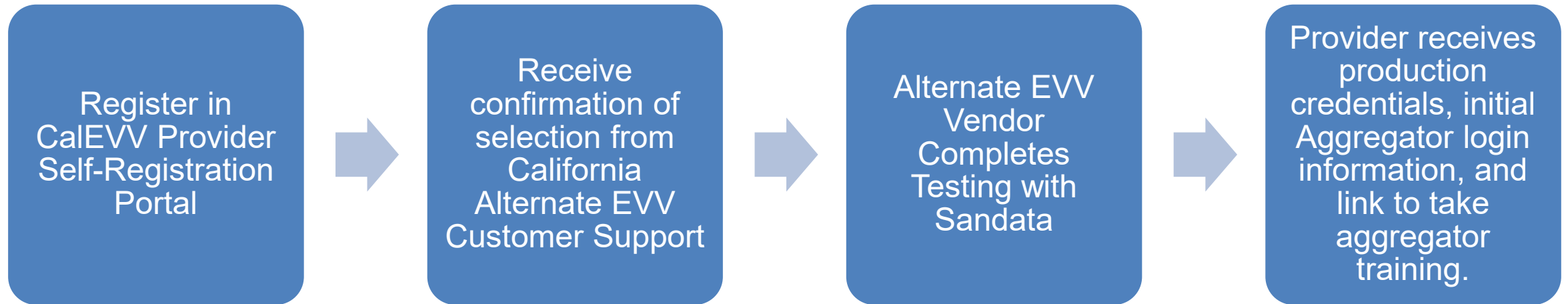


Providers Using Alternate EVV Systems

- Once registered with CalEVV, and you've selected the Alternate EVV system, you will receive an email providing instructions for your Alternate EVV vendor and next steps.
- You will receive a confirmation email from the California Alternate EVV Customer Support team that your intent to use an Alternate EVV vendor system has been received.
- California Alternate EVV Customer Support and your selected Alternate EVV vendor will work together to complete testing and to ensure you can successfully send data to the CalEVV Aggregator.
- You will receive another email from the California Alternate EVV Customer Support team when testing has been successfully completed.
 - Email will include a link to take self-paced training on the CalEVV Aggregator.



Providers Using Alternate EVV Systems



CalEVR Provider Experience and Support



CalEVS Provider Experience & Support

- When calling or emailing support, have the following information ready:
 - CalEVS ID
 - Santrax ID (if available)
 - Agency Name
- During the call, a ticket number will be assigned.
- Resolution will be provided, or the ticket will be escalated for further review and resolution.
- If the provider is communicating questions or concerns with the state/departments, please have their EVS support ticket number and their CalEVS ID ready in order for the state and Sandata to assist them.
- Program questions will be referred to the state/departments for response.



CalEVV Most Common Support Issues/Questions

- **I didn't get my CalEVV ID after completing the registration portal**
 - The registration completion page will pop up on the screen with the CalEVV ID.
 - The CalEVV ID is also emailed to the email address entered by the registrant.
 - Timing to receive email should be a few minutes afterward (depends on user's email system).
 - If email is not found, check spam filter/folder for email sending (enter email address that sends registration information).
 - If no email is received by the next day, please contact CalEVV support.
 - Support will be able to provide the CalEVV ID, as it is required to complete LMS training.



CalEVS Most Common Support Issues/Questions

- **I didn't get my credentials after completing Administrator training**
 - Timing between administrator training and credentials email delivery is approximately 24-48 hours after training completion.
 - The individual who completed the self-registration will be the only person to receive a Welcome Kit.
 - The Welcome Kit cannot be sent/resent to multiple people.
 - If the person who completed the self-registration did not receive the Welcome Kit email in two business days after completing the administration training, contact support and provide the training certificate.



CalEVV Most Common Support Issues/Questions

- **I'm an Alternate EVV agency and I don't have my credentials for me or my vendor**
 - Confirm the self-registration process was completed and you received a CalEVV ID and setup for Alternate EVV.
 - Alternate EVV vendors must complete testing with the CalEVV Aggregator before credentials are issued.
 - Confirm whether your Alternate EVV vendor is still testing their interface, or if they completed testing.
 - If your Alternate EVV vendor completed testing and the provider has not received their credentials within five business days, they should contact Customer Support with their CalEVV ID and their EVV vendor name.



CalEVV Resources

For questions or to be added to the DHCS EVV notification list,
email EVV@dhcs.ca.gov.

For DDS program questions:
<https://www.dds.ca.gov/services/evv/>

For CalEVV Technical Support:
CACustomerCare@sandata.com or
1-855-943-6070

For Alternate EVV Customer Support:
CAAltEVV@sandata.com or
1-855-943-6069



Questions & Answers

