



Quick Reference Guide (QRG)

Adding and Managing Provider
Identifiers in CalEVP and the
CalEVP Aggregator for DHCS
Provider Agencies

The Department of Health Care Services' (DHCS) Jurisdictional Entity (JE) (consisting of Managed Care Plans (MCP), California Children's Service Counties (CCS), and Home and Community Based Alternatives Waiver Agencies (HCBA)) provider agencies using CalEVV have the ability and responsibility to add, edit and manage their provider identifiers in their CalEVV account.

The 'provider identifier' that is required to be in the CalEVV account for DHCS JE providers is their National Provider Identifier (or NPI). The NPI is a 10-digit number and is used during billing to invoice for services rendered.

Provider agencies are required to assure their CalEVV accounts reflect their JE's and all NPIs under which they are responsible to capture and send EVV visit data.

A provider agency would **add** to their provider identifiers when:

- Their self-registration did not include all JE and NPI associations under which EVV data capture is required.
- Adding services to an existing account. If a provider has already registered for Personal Care services (PCS) or needs to add additional services for home health care services (HHCS) implementation, they do not register a second time. Provider will add additional services to their already created CalEVV account.
- A new contract with a JE is completed and EVV visit data is required for those newly contracted services.

A provider agency would **manage** their provider identifiers when:

- Their self-registration included a typo.
- Self-registration included an incorrect provider identifier for their JE (MCP, HCBA Waiver Agency, CCS County): for example, entering in an EIN, Vendor ID or Tax ID number instead of an NPI, which is required for DHCS providers.

To add and/or manage provider identifiers in the CalEVV, follow the steps below-

1. Log into your CalEVV account.
2. Click 'Security' then click 'Manage Provider Identifiers' on the left-hand side

The screenshot shows the CalEVV interface. On the left, a navigation menu includes 'Security' and 'Manage Provider Identifiers', both circled in red. The main area is titled 'Provider Identifiers' and features a 'CREATE IDENTIFIER' button. Below the title is a table with the following data:

Payer	Jurisdiction	Identifier Type	Identifier	Actions
CAHHA	Alameda Alliance for Health	NPI	4416473260	[Edit] [Delete]
CAHCBA	Department of Health Care Services	NPI	4416473265	[Edit] [Delete]
CAHHA	Gold Coast Health Plan	NPI	4416473267	[Edit] [Delete]
CACCS	Alameda	NPI	4416473269	[Edit] [Delete]
CAHCBA	Partners in Care	NPI	4416473278	[Edit] [Delete]
CAHCBA	Access TLC	NPI	4416473565	[Edit] [Delete]
CAHCBA	Access TLC	NPI	4680065447	[Edit] [Delete]
CACCS	Alameda	NPI	7845488766	[Edit] [Delete]
CAHCBA	Access TLC	NPI	8543787686	[Edit] [Delete]
CAHHA	United Healthcare Community Plan	NPI	8585858585	[Edit] [Delete]

3. You will see a line item for each association you entered as a part of self-registration, or from when you last updated your provider identifiers.
 - a. Your account should have as many lines as needed to show one line for each JE you are associated with, or submit billing to, and, for each JE, the NPI associated with your EVV services.
 - b. In the example below, this provider is associated with multiple JEs





















This screenshot is identical to the one above, showing the 'Provider Identifiers' table with 11 entries. The interface elements like the 'CREATE IDENTIFIER' button and pagination controls are also visible.

4. If your account has information that needs to be edited, it could look like the example below.
 - a. In this example, the provider registered with provider identifiers other than their NPI.
 - b. All DHCS providers should list their NPI as their provider identifier. Any other identifier (Tax ID, Vendor ID, etc.) will need to be updated to reflect your NPI.

Provider Identifiers [CREATE IDENTIFIER](#)

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Payer	Jurisdiction	Identifier Type	Identifier	Actions
CAMCWP	AIDS Healthcare Foundation	TaxID	44-1647326	 
CAMCWP	AltaMed Health Services Corp.	TaxID	44-1647329	 
CAMCWP	AIDS Services Foundation	TaxID	44-1647390	 
CAHHA	Alameda Alliance for Health	NPI	4416473260	 
CAHCBA	Department of Health Care Services	NPI	4416473265	 
CAHHA	Gold Coast Health Plan	NPI	4416473267	 
CACCS	Alameda	NPI	4416473269	 
CAHCBA	Partners in Care	NPI	4416473278	 
CAHCBA	Access TLC	NPI	4416473565	 
CAHCBA	Access TLC	NPI	4680065447	 

Showing 11 to 20 of 40 entries





















5. If there are updates you need to make to correct the information, click on the pencil to 'edit' each line. Do not click on the trash
 - a. This can delete the record entirely. Edit records, do not delete them.
6. Edit the information, as follows-
 - a. **Identifier Type** – Each line should read 'NPI'.
 - b. **Identifier** – Each line should have your provider agency's NPI.
 - c. Once updated to NPI, click on the Save Button.

7. If you need to add lines, click 'Create Identifier', in the upper right-hand corner of your screen, to add more lines.
 - a. You should have as many lines as needed to show one line for each JE you work with and, for each JE, the NPI subject to EVV.

Provider Identifiers [CREATE IDENTIFIER](#)

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Payer	Jurisdiction	Identifier Type	Identifier	Actions
CAMCWP	AIDS Healthcare Foundation	TaxID	44-1647326	 
CAMCWP	AltaMed Health Services Corp.	TaxID	44-1647329	 
CAMCWP	AIDS Services Foundation	TaxID	44-1647390	 
CAHHA	Alameda Alliance for Health	NPI	4416473260	 
CAHCBA	Department of Health Care Services	NPI	4416473265	 
CAHHA	Gold Coast Health Plan	NPI	4416473267	 
CACCS	Alameda	NPI	4416473269	 
CAHCBA	Partners in Care	NPI	4416473278	 
CAHCBA	Access TLC	NPI	4416473565	 
CAHCBA	Access TLC	NPI	4680065447	 

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- b. An **“Add Identifier”** screen will open and below is an example of information to enter when creating a new line

* indicates required item

PAYER *

CACCS

JURISDICTION *

Alameda

IDENTIFIER TYPE *

NPI

IDENTIFIER *

1111111111

CANCEL SAVE

Payer: Enter CAHHCS, CAHCBA, CACCS.

Jurisdiction: Enter the JE association you're adding to your account.

Identifier Type: Always choose 'NPI' for DHCS services.

Identifier: Enter NPI assigned following your Medi-Cal enrollment.














When done, click SAVE to add this association.

8. Repeat the steps by adding lines for all the JEs you work with and for each of your NPIs for services subject to EVV
- In this example, this provider added a line to show they additionally work with Alameda Alliance for Health with an additional NPI

Provider Identifiers CREATE IDENTIFIER

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Payer	Jurisdiction	Identifier Type	Identifier	Actions
CACCS	Inyo	NPI	3333333333	 
CAHHA	Alameda Alliance for Health	NPI	4416473260	 
CAHCBA	Department of Health Care Services	NPI	4416473265	 
CAHHA	Gold Coast Health Plan	NPI	4416473267	 
CACCS	Alameda	NPI	4416473269	 
CAHCBA	Partners in Care	NPI	4416473278	 
CAHCBA	Access TLC	NPI	4416473565	 
CAHCBA	Access TLC	NPI	4680065447	 
CACCS	Alameda	NPI	7845488766	 
CAMCWP	Desert AIDS Project	TaxID	85-8585655	 

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If additional assistance is needed, please contact Customer Care at:

- For users of the CalEVV system:
 - Email: CACustomerCare@sandata.com
 - Phone: (855) 943-6070
- For users of the CalEVV Aggregator system:
 - Email: CAAltEVV@sandata.com
 - Phone: (855) 943-6069