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**To:** EVV Impacted Providers and Individual Nurse Providers  
**From:** IEHP – Provider Relations  
**Date:** November 7, 2023  
**Subject:** **DHCS EVV Updates Coming January 1, 2024!**

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We would like to inform you of the following Electronic Visit Verification (EVV) changes effective January 1, 2024.

### **What is changing?**

CalEVV services will be updated for the following programs:

- Multipurpose Senior Services Program (MSSP) 1915(c) Waivers
- Home Health Care Services (HHCS) - Managed Care Plan (MCP) and Fee-for-Service (FFS)
- Home and Community-Based Alternatives (HCBA)

Providers who use CalEVV for the above programs, please use the following path to access the updated service codes: [DHCS.ca.gov](https://dhcs.ca.gov) > Providers & Partners > Electronic Visit Verification.

### **Why are these changes being made?**

CalEVV has identified new services that will be added and services that will be removed from the EVV system effective January 1, 2024, to remain in compliance with federal and state requirements.

### **What are the impacts?**

- Provider office staff will update their client-payer records prior to service delivery.
- New HCPCS codes for MSSP, HCBA and Home Health Agency (HHA) services will be added.
- Caregivers logging visits for these programs using CalEVV will choose the new services, starting January 1, 2024.
- The existing MSSP Z codes will be removed and replaced with new Healthcare Common Procedure Coding System (HCPCS) codes and units.

### **Provider Actions**

- Review new services and verify if new services impact your agency.
- Providers will need to update the client payer section for **each** impacted member/client in CalEVV with the new services.

### **Jurisdictional Entity Actions**

- JEs are to communicate this update with all their providers which include CalEVV and Alternate EVV users.
- Ensure that all their providers are capturing new services in CalEVV effective January 1, 2024.

### **Contacts and Resources**

For general information about the CalEVV program, please visit these California Department EVV websites: [DHCS.ca.gov](https://dhcs.ca.gov) > Providers & Partners > Electronic Visit Verification or [DDS.ca.gov](https://dds.ca.gov)

For technical assistance, contact 1-855-943-6070 or [CACustomerCare@sandata.com](mailto:CACustomerCare@sandata.com). For additional questions, email [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov) or [EVV@dds.ca.gov](mailto:EVV@dds.ca.gov).