



*We heal and inspire the human spirit.*

**To:** EVV Impacted Providers and Individual Nurse Providers  
**From:** IEHP – Provider Relations  
**Date:** January 17, 2024  
**Subject:** **REMINDER: One (1) DHCS EVV Update Coming February 2024!**

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**Effective February 1, 2024:**

**What is changing?**

The CalEVV team is targeting to implement Multi-factor Authentication (MFA) to its CalEVV Portal, Aggregator, and Business Intelligence (BI) tool.

**What is MFA?**

MFA, also referred to as two-factor authentication, is a security method that requires users to provide two or more forms of identification before granting access to an account or system.

**How does MFA work?**

Typically, MFA involves providing a password or Personal Identification Number (PIN) along with an additional factor, such as a fingerprint or security token, which is a unique passcode generated for users to enter to gain access to the system. By requiring multiple factors of authentication, MFA makes it more difficult for unauthorized users to access an account and therefore protecting CalEVV data.

**MFA Requirements:**

- MFA can be performed via the valid email address associated with your CalEVV user profile or by using either Google Authenticator or Microsoft Authenticator, which are third-party authentication applications.
- MFA reauthentication will be required every 12 hours regardless of activity for CalEVV Portal and CalEVV Aggregator.
- MFA reauthentication will be required every 24 hours for the CalEVV Business Intelligence (BI) Tool.
- Users will be prompted for an MFA token if the user changes browser and/or device.

**Why is MFA important?**

MFA is essential for securing online accounts, particularly those containing sensitive information. Passwords can often be compromised, making them unreliable as a sole method of security.

**Questions?**

**Contacts and Resources**

For general information about the CalEVV program, please visit these California Department EVV websites:  
DHCS.ca.gov > Providers & Partners > Electronic Visit Verification or  
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).