

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers for Personal Care Services (PCS) and Home Health Care Services (HHCS)

From: Provider Network Operations

Date: December 20, 2022

Subject: APL 22-014 Electronic Visit Verification Implementation Requirements for Medi-Cal

Dear Providers,

The Department of Health Care Services (DHCS) recently released All Plan Letter (APL) 22-014 Electronic Visit Verification Implementation Requirements. The purpose of the APL is to provide Medi-Cal managed care health plans with direction regarding the implementation of the federally mandated Electronic Visit Verification (EVV) requirements.

The policy states that providers rendering Medi-Cal services subject to EVV must comply with these requirements. California implemented EVV for Personal Care Services (PCS) on January 1, 2022, and is required to implement EVV for home health care services (HHCS) for in-home visits by providers by January 1, 2023. EVV must be implemented for all Medi-Cal PCS and HHCS that are delivered during in-home visits by a provider. This includes PCS and HHCS delivered in the members' homes as part of a Community-Based Adult Services (CBAS), Whole Child Model, Community Supports or any other Medi-cal benefit. It is only required for visits delivered in the member's home, including visits that begin in the community and end in the home (or vice versa).

The State of California contracted with Sandata Technologies to provide a state sponsored EVV system. Sandata is providing California with an EVV system that includes the ability to capture data elements during the visit, data portals that allow providers to view and report on visit activity, and an EVV Aggregator to provide California with EVV program oversight and analytics. The EVV Aggregator will also receive data from providers who choose to use their existing EVV system, support California's Open EVV model, and provide a meaningful data and analytics dashboard. Providers and subcontractors have the ability to implement EVV requirements using an alternate EVV system. Such alternative must comply with all business requirements and technical specifications including the ability to capture and transmit information to the EVV Aggregator. They must also register in the EVV self-registration portal and must participate in state-sponsored training provided by Sandata.

Mandatory data components include:

1. The type of service performed;
2. The individual receiving the service;
3. The date of the service;
4. The location of service delivery
5. The individual providing the service; and
6. The time the service begins and ends.

SCFHP will monitor its network providers to ensure compliance with the requirements in accordance with DHCS established guidelines. When a network provider is identified as non-compliance, services will not be authorized and/or payment may be withheld.

References:

[APL 22-014 \(ca.gov\)](#)

[EVV \(ca.gov\)](#)

Any questions can be directed to ProviderServices@scfhp.com.

Thank you for your ongoing partnership.