


Network Provider Update

To: Medi-Cal and Cal MediConnect* network participants

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From: Manuel T.G. Enriquez 
Senior Director, Provider Network Management

Subject: **All Plan Letter 22-014: Electronic Visit Verification Implementation Requirements**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 22-014](#), "Electronic Visit Verification Implementation Requirements." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

In accordance with federal and state laws, California implemented electronic visit verification (EVV) for personal care services (PCS) on January 1, 2022, and is required to implement EVV for home health care services (HHCS) by January 1, 2023. Managed care plans (MCPs) such as Blue Shield of California Promise Health Plan are required to implement EVV for all Medi-Cal PCS and HHCS that are delivered during in-home visits by a provider.

Key information

- Sandata Technologies is the state-sponsored EVV system, which MCPs, their providers, and subcontractors may use free of charge.
- Required 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
 6. The time the service begins and ends
- Providers of Community Supports – Personal Care and Homemaker Services, Respite Services, and Day Habilitation Programs – need to register on the [California EVV self-registration form](#) no later than October 19, 2022.
- Additional information about self-registration, training, and use of the state-sponsored EVV platform is available on the [DHCS website](#).
- The APL explains which services may be excluded from EVV requirements. DHCS also provides an online list of [EVV Provider Type, Procedure, and Place of Service Codes](#) that can help you determine what providers are subject to EVV requirements.
- MCPs may choose to use an alternate EVV platform, but they must comply with all DHCS EVV requirements and they may not charge participants additional fees for its use. (Blue Shield Promise has not elected to use an alternate EVV system at this time.)

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 22-014 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-014.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

Please direct questions about serving Blue Shield Promise members to our Provider Services Department at (800) 468-9935 from 6 a.m. to 6:30 p.m., Monday through Friday.

*Cal MediConnect network participants are responsible for identifying and applying the guidance and requirements that pertain to their patients.