

Electronic Visit Verification (EVV) Stakeholder Webinar

February 22, 2022



HOUSEKEEPING



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is enabled



This meeting is being recorded and will be posted to the DDS website

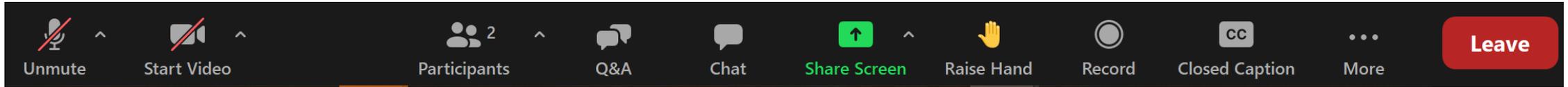


Materials will be available at: <https://www.dds.ca.gov/services/evv/>



Submit written comment via email to EVV@dds.ca.gov

ZOOM TIPS



All attendees can type questions or comments in the Q&A

Leave the webinar at the end of the meeting



- For attendees, your video and microphone will not be available
- You will only see/hear DDS staff and presenters on screen



- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Agenda Items for Today

Welcome and Thank You for Joining!

What's New in EVV

From Getting Started to Getting Going

- **Overview**
- **First Step – Self-Registration**

Resources/Questions/Comments/Stay Connected

A time for questions and to provide comments.

What's New in EVV



What's New in EVV

DDS issued a notice that **by March 1st**:

Regional center providers of personal care services are required to self-register in the CaIEVV system.

Self-registration is your first step to be able to send data to the California EVV system and to be compliant with this regional center vendor requirement.

https://www.dds.ca.gov/wp-content/uploads/2022/02/DDS_Guidance_PCSSelf-Registration_02032022.pdf

The screenshot shows a horizontal navigation menu with five teal buttons: 'Meetings', 'About', 'Consumers/Families', 'Providers', and 'Alternate EVV Solutions'. Below the 'About' button, a dropdown menu is open, with 'Guidance/Notifications' circled in blue. Below this dropdown, a list item is visible: 'February 3, 2022: [Guidance regarding Self-Registration Date](#)'.



What's New in EVV

DDS issued a notice regarding live-in staff exemptions

EVV does not apply to services provided by a paid live-in staff.

A live-in staff is an individual who regularly remains in the consumer's home for more than 24 hours at a time.

Providers determine if they employ staff who are considered live-in staff. If so, providers are required to maintain an attestation as a record of the EVV exemption for their live-in staff.

https://www.dds.ca.gov/wp-content/uploads/2022/02/DDS_Guidance_Live-InCaregiverExemption_01282022.pdf

The screenshot shows a navigation menu with five items: Meetings, About, Consumers/Families, Providers, and Alternate EVV Solutions. The 'Guidance/Notifications' link is circled in blue. Below the menu, a list of links is displayed:

- February 3, 2022: [Guidance regarding Self-Registration Date](#)
- January 28, 2022: [Guidance regarding Live-In Caregiver Exemption](#)
 - [Live-In Caregiver Provider Attestation Form](#)

- Meetings
- About
- Consumers/Families
- Providers**
- Alternate EVV Solutions
- Guidance/Notifications

This tab is intended to walk all providers through steps needed to complete CalEVV on-boarding. You can also download this step by step walk-through from this link: [Step by Step On-Boarding](#) PDF

- [EVV FAQs – Updated November 2021](#)
- [Preguntas Frecuentes Sobre la EVV](#) SPANISH

Updated steps needed for providers to start and complete their EVV on-boarding

Updated quick reference guide for completing self-registration.

2. All providers must self-register as a provider of personal care services (PCS) in the self-registration portal regardless if you're using CalEVV or an Alternate EVV system. Click the following link to self-register: [Self-Registration Link](#)
 - For help with self-registration, refer to the "Help" option on the left-hand side of the self-registration screen and/or use this quick reference guide: [Quick Reference Guide for Self-Registration](#) PDF

From Getting Started to Getting Going

Providers Using State EVV Solution: You Don't Currently Have a System That Already Collects EVV Data



Self-Registration

- Provide basic information to self-register
- Select 'yes' for using CalEVV, the state system



Initial Overview Training

- Complete the self-paced recording for the EVV administrator identified in self-registration
- Learn basic system information
- When complete, download your certificate of completion



Welcome Kit

- Delivered via email to administrator's registration email
- Log-in information for CalEVV account
- Additional tools & information for staff



Using CalEVV

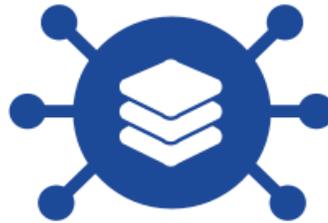
- Administrators create users in the system
- Enter client and employee records
- Begin to collect and review EVV data

Providers Using Alternate EVV Solutions: For Providers Who Will Send Aggregated Data



Self-Registration

- Provide basic information to self-register
- Select 'No', for using the CalEVV Solution
- Enter Alternate Solution Name, contact information



Solution Compatible

- Your Alternate Solution will test data submissions with Sandata
- When completed, you'll get access to your CalEVV Aggregator account to view your data



EVV Data Collected

- As your data is sent by your Alternate Solution, you'll be able to view but not edit your data in the CalEVV Aggregator
- CalEVV Aggregator training will be offered

First Step: Self-Registration



Self-Registration

The self-registration link is posted to the DDS website at <https://www.dds.ca.gov/services/evv/> under the “Providers” tab.

For assistance with self-registration, there is a quick reference guide posted and you can click on ‘Help’ on the menu in the portal.

Technical issues when trying to complete self-registration can be directed to the Customer Care team at CACustomerCare@Sandata.com or 855--943-6070



Self-Registration

When you click on the self-registration link, this is the beginning of the form you will fill out

California EVV Phase II Provider (Vendor) Self-Registration Form

This EVV Self Registration form must be completed by California Providers (Vendors) that will use Electronic Visit Verification (EVV) for the California EVV Phase II Program. EVV is required per the 21st Century Cures Act. If you are a provider of Personal Care Services (PCS) for programs and services listed in the **'Help'/'Payer and Services Included in the California EVV Phase II Project'** section on the navigation pane to your left, you must complete this form.

The information gathered on this form is required for the California EVV Phase II EVV Project implementation, including if you intend to use the State Supplied EVV system (known as CalEVV system) or an alternate EVV system. You may have already been asked to provide this information, but you will also need to complete this form.

Please note that you will not be able to save the form unless all required fields are completed. Additional information about each field on the form is available in the **'Help'** section on the navigation page.



Self-Registration

Basic Information

Select all services that you provide through a regional center.

Basic Information ^

PROVIDER AGENCY NAME *

SERVICE TYPES *
select one ▼

PROGRAMS (SELECT ONE OR MORE) *
select one or more ▼

APPROXIMATE # OF PROGRAM RECIPIENTS *

APPROXIMATE # OF CAREGIVERS/STAFF *

Provider Identifiers

Provider Identifiers ^

The Provider Identifiers section of this form will collect all your unique identifiers per California Department. These identifiers are used by your jurisdictions in billing. You are required to enter at least one identifier. Please provide account information for each contracted service you provide to the State of California. You will be able to manage these identifiers in the CalEVV system or CalEVV Aggregator system after program launch.

Department	Jurisdictional Entity / Jurisdiction	Identifier Type	Identifier	ADD
------------	--------------------------------------	-----------------	------------	-----

NOTE: A minimum of one Provider Identifier must be added.

Address ^



Self-Registration

Add Provider Identifier

DEPARTMENT *

DDS via Regional Center



For Regional Center Services

JURISDICTIONAL ENTITY / JURISDICTION *



Regional Center Name

IDENTIFIER TYPE *

DDS Vendor ID



For Regional Center Services

IDENTIFIER *



Vendor ID Number



SUBMIT **CANCEL**



Self-Registration

Department	Jurisdictional Entity / Jurisdiction	Identifier Type	Identifier	<input type="button" value="ADD"/>
DDS via Regional Center	Westside	DDS Vendor ID	AA0001	 
DDS via Regional Center	Westside	DDS Vendor ID	AA0002	 
DDS via Regional Center	Orange County	DDS Vendor ID	AA0003	 
DDS via Regional Center	Orange County	DDS Vendor ID	AA0004	 
DDS via Regional Center	San Gabriel/Pomona	DDS Vendor ID	AA0005	 



Self-Registration

Address

Address ^

ADDRESS LINE 1

ADDRESS LINE 2

CITY

STATE

CA ▼

ZIP CODE

#####-#### OR #####

COUNTY

select one ▼



Self-Registration

Agency Contact Information

Agency Contact Information ^

PROVIDER AGENCY PHONE *

###-###-####

PROVIDER AGENCY ADMINISTRATOR EMAIL *

jDoe@example.com

PROVIDER AGENCY ADMINISTRATOR FIRST NAME *

PROVIDER AGENCY ADMINISTRATOR LAST NAME *



Self-Registration

Additional Information

Additional Information ^

For the California EVV Phase II Program, providers have the option to use CalEVV (the State provided EVV system) or an alternate EVV system.

If you will be using the CalEVV system, you can provide your member and caregiver information using CalEVV's data entry tool; via upload from your Agency Management system; or using an Excel spreadsheet tool which will be provided.

For Provider Agencies wishing to use an alternate EVV system, please select "NO" and specify the Software Vendor who will be collecting and transmitting your visit data.

WILL YOUR AGENCY BE USING CALEVV TO ELECTRONICALLY COLLECT VISIT DATA? *

YES NO UNKNOWN



Self-Registration

Click Submit

WILL YOUR AGENCY BE USING CAIEV TO ELECTRONICALLY COLLECT VISIT DATA? *

YES NO UNKNOWN

SUBMIT



SUBMISSION ERROR X
One or more errors occurred whilst saving your changes.

Next Steps & Recap

Next Steps & Recap

I am a **consumer/family member**, what do I need to know?

- Understand this new requirement.

I am a **DSP/staff person**, what do I need to be doing now?

- Talk with your employer about your role and responsibilities in capturing EVV data when working with consumers.



Next Steps & Recap

I am a **service provider/self-vendored service provider** required to comply with EVV, what should I be doing now?

- Follow the on-boarding steps outlined on the DDS EVV webpage. **Complete self-registration by March 1st** and work through the steps to begin collecting EVV visit data.
- Use the training and reference guides available to you.
- Share this information with fellow providers in your community!



Additional Resources

More information can be found on the DDS webpage:

<https://www.dds.ca.gov/services/evv/>

Including links to:

DDS EVV FAQs: https://www.dds.ca.gov/wp-content/uploads/2021/11/EVV_FAQ_11102021.pdf

DHCS EVV Stakeholder Website: <https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx>

Medicaid.gov EVV Guidance Documents: <https://www.medicaid.gov/medicaid/home-community-based-services/guidance/electronic-visit-verification-evv/index.html>

Anyone who would like to receive email notifications when DDS has updates for EVV, can email EVV@dds.ca.gov and request to be added to the notification list.

Additional Resources

Technical questions:

For providers using the CalEVV system:

Customer Care at Sandata at (855) 943-6070 or at CACustomerCare@sandata.com

For providers or Alternate EVV Solutions:

Alt Customer Care at Sandata at (855) 943-6069 or at CAAltEVV@sandata.com

Other questions:

EVV@dds.ca.gov

Questions/Comments

