

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

December 14, 2023

- Imperial
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California Electronic Visit Verification Live-In Caregiver Exemption Guidelines Information Notice 23-01

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

This notification is based on California Electronic Visit Verification (CalEVV) Information Notice (IN) 23-01, which can be found in full on the Department of Health Care Services (DHCS) website at:

<https://www.dhcs.ca.gov/provgovpart/Documents/CalEVV-Live-In-Caregiver-Information-Notice-23-01.pdf>.

Background

The 21st Century Cures Act requires Electronic Visit Verification (EVV) for Medi-Cal Personal Care Services (PCS) and Home Health Care Services (HHCS) for in-home visits by a provider. There are two EVV populations in California:

1. Agency providers of PCS and HHCS
2. Individual providers following the self-directed model who provide In-Home Supportive Services (IHSS) and/or Waiver Personal Care Services (WPCS)

This IN applies only to agency providers of PCS and HHCS. Individual WPCS and IHSS providers are not subject to this IN and should reference the California Department of Social Services (CDSS) policies and guidance at:

<https://www.cdss.ca.gov/inforesources/ihss/evv>.

Policy

A caregiver is classified as a "Live-In Caregiver" when they stay in the member's residence for over 24 consecutive hours, during which they are available to provide any authorized PCS and HHCS.

Provider Action

Live-In Caregivers who are exempt from CalEVV compliance must complete the Electronic Visit Verification (EVV) Exemption Form for Live-In Caregiver at: <https://cadhcs.workflowcloud.com/forms/4d411531-aa49-4df3-8886-7c967c73470c>. Caregivers must inform DHCS when they are no longer a Live-In Caregiver via email at: EVV@dhcs.ca.gov.

To determine whether you are impacted by EVV requirements, please see the list of EVV Provider Types and Codes on the DHCS EVV website at: <https://www.dhcs.ca.gov/provgovpart/Documents/EVV-Provider-Types-and-Codes-November.pdf>.

State law requires Providers rendering Medi-Cal services subject to EVV to comply with EVV requirements established by DHCS and partners or be subject to non-compliance actions.

For any questions regarding this CalEVV IN or the EVV program, please email: EVV@dhcs.ca.gov.



This includes but is not limited to Registered Nurses, Licensed Vocational Nurses, Home Health Aides, Personal Assistance Services, Respite Services and Supported Living Services.

Caregivers who meet this definition are exempt from the EVV requirements for members with whom they live and provide care for more than 24 hours. If that same caregiver provides services to other or additional members with whom they do not live and/or to whom they provide care for less than 24 hours, they are required to register with EVV and submit EVV visit information for those members. Live-In Caregivers do not need to register with CalEVV if they attest to their exemption. Please refer to the **Provider Action** section of this bulletin for further instructions.

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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