

Provider Bulletin

Molina Healthcare of California

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

November 30, 2023

- ☒ Imperial
- ☒ Riverside
- ☒ San Bernardino
- ☒ Los Angeles
- ☐ Orange
- ☒ Sacramento
- ☒ San Diego

Electronic Visit Verification Code Updates and December Webinar

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

When this is happening:

We are writing to inform you of the following Electronic Visit Verification (EVV) changes effective **January 1, 2024**.

What you need to know:

What is changing?

CalEVV services will be updated for the following programs:

- Multipurpose Senior Services Program (MSSP) 1915(c) Waivers
- Home Health Care Services (HHCS) - Managed Care Plan (MCP) and Fee-for-Service (FFS)
- Home and Community-Based Alternatives (HCBA)

Providers who use CalEVV for the above programs, please click on the following link to access the updated service codes:

<https://www.dhcs.ca.gov/provgovpart/Documents/EVV-Provider-Types-and-Codes-November.pdf>

Why are these changes being made?

CalEVV has identified new services that will be added and services that will be removed from the EVV system effective January 1, 2024, to remain in compliance with federal and state requirements.

What are the impacts?

- Provider office staff will update their client-payer records prior to service delivery.
- New HCPCS codes for MSSP, HCBA and Home Health Agency (HHA) services will be added.
- Caregivers logging visits for these programs using CalEVV will choose the new services starting January 1, 2024.
- The existing MSSP Z codes will be removed and replaced with new Healthcare Common Procedure Coding System (HCPCS) codes and units.

Provider Action

- Review new services and verify if new services impact their agency.
- Providers will need to update the client payer section for each impacted member/client in CalEVV with the new services.

Contacts and Resources

For general information about the CalEVV program, please visit these California Department EVV websites:

- Department of Health Care Services (DHCS) EVV: <https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx>
- Department of Developmental Services (DDS) EVV : <https://www.dds.ca.gov/services/evv/>

For technical assistance, contact 1-855-943-6070 or CACustomerCare@sandata.com.

For additional questions, email EVV@dds.ca.gov.

Electronic Visit Verification Webinar

The Department of Health Care Services (DHCS) Electronic Visit Verification (EVV) team will be hosting one Office Hour for the month of December to discuss process around EVV registration, training, and visit maintenance.

Please see below for more information.



Electronic Visit Verification Webinar

- **Date:** December 11, 2023
- **Time:** 1:00 p.m.– 2:00 p.m.
- **Webinar Register Link:**
<https://dhcs.webex.com/webappng/sites/dhcs/meeting/register/aab88e594dd6494088c370487448a5b9?ticket=4832534b0000000620d4f8ccaf7ddfa54b95611c53ada8d94e32aa4b1034fdd091aa393e28429820×tamp=1701132802863&RGID=r51852e18857c7deb177a9e8aee53f313>

Please email our team at EVV@dhcs.ca.gov any questions in advance to allow our team time to prepare responses and for possible live demonstrations.

Please visit **DHCS' EVV** webpage: <https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx> or **DDS' EVV** webpage: <https://www.dds.ca.gov/services/evv/> for more information.

Assistive Services

For individuals with disabilities, DHCS will provide free assistive devices, including language and sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic format. To request alternate format or language services, please email or write to:

EVV Assistance
1501 Capitol Avenue
P.O. Box 997413, MS 0000
Sacramento, CA 95899-7413
Email: EVV@dhcs.ca.gov

Please note: The range of assistive services available may be limited if requests are received less than ten working days prior to the meeting.

What if you need assistance?

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

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster Teresa Suarez Laura Gonzalez	909-577-4351 562-549-3782 562-549-4887	Deletha.Foster@molinahealthcare.com Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Los Angeles	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts	562-517-1014 562-549-3550 562-549-4809 562-549-4069	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Latoya.Watts@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento	Johonna Eshalomi Marina Higby	562-549-3708 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email MHCProviderJusttheFax@MolinaHealthcare.com. Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

San Bernardino	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens	562-549-4403	Briana.Givens@molinahealthcare.com
	Salvador Perez	562-549-3825	Salvador.Perez@molinahealthcare.com
	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
	Lincoln Watkins	858-300-7722	Lincoln.Watkins@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email MHCProviderJusttheFax@MolinaHealthcare.com. Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.