

Provider Bulletin

Molina Healthcare of California

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March 7, 2025

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

California Electronic Visit Verification (CalEVV)

March Office Hours

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

What you need to know:

The Department of Health Care Services (DHCS) is offering the following Q&A Sessions regarding their Electronic Visit Verification (EVV) system.

The DHCS EVV team, in partnership with the Department of Developmental Services (DDS), California Department of Public Health (CDPH), and the California Department of Aging (CDA), will be hosting **three (3) Office Hours the month of March.**

The purpose of Office Hours is to allow providers and Jurisdictional Entities (JEs) the opportunity to ask the EVV team questions on registration, capturing EVV visit data, how to navigate the CalEVV portal, and any additional inquiries you may have. These sessions will be an interactive Q&A-style conversation between providers, JEs and the EVV team.

When is this happening:

Register for one of three upcoming sessions:

1. **Monday, March 10, 2025**
10:00 AM – 11:00 AM PDT
Register: events.gcc.teams.microsoft.com/event/2ee0908f-c112-4ed2-8f7e-aa55426c984c@265c2dcd-2a6e-43aa-b2e8-26421a8c8526
2. **Friday, March 14, 2025**
2:30 PM – 3:30 PM PDT
Register: events.gcc.teams.microsoft.com/event/ff7e9179-4203-4486-b817-69f5623fc185@265c2dcd-2a6e-43aa-b2e8-26421a8c8526
3. **Monday, March 24, 2025**
11:00 AM – 12:00 PM PDT
Register: events.gcc.teams.microsoft.com/event/f071b3a6-681a-4c26-9c65-53a219aa8719@265c2dcd-2a6e-43aa-b2e8-26421a8c8526

Provider Action

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

Visit the DHCS EVV web page at dhcs.ca.gov/provgovpart/Pages/EVV.aspx or the DDS EVV web page at dds.ca.gov/services/evv/ for more information.



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
Los Angeles County	Clemente Arias	562-517-1014	Clemente.Arias@molinahealthcare.com
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California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
San Diego & Sacramento, California Facilities	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
Los Angeles, California Facilities	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino, California Facilities	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com

If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email mhcproviderbulletin@molinahealthcare.com.

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.