

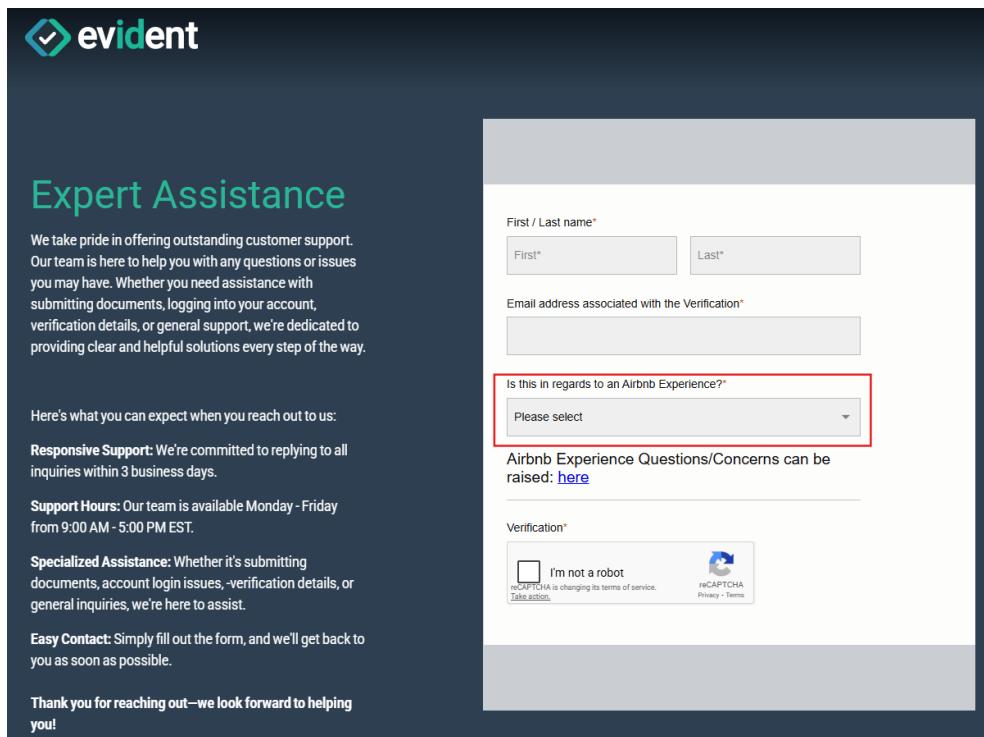
To:	BHS Contracted Service Providers
From:	Behavioral Health Services
Date:	January 26, 2026
Title	Evident ID, Inc. (Evident) – Insurance Monitoring Update

Dear BHS Contracted Service Providers,

Evident, our new insurance monitoring provider, will be available starting **Monday, January 26, 2026**.

On this day, Evident will begin sending notices to providers regarding non-compliant insurance requirements or requesting updated certificates.

If you encounter any issues, Evident has a [support form](#) providers may use. Please ensure to use this link so Evident can provide you with the assistance needed. *Note, the form has an Airbnb question which you should select “no” then complete the questions that will appear.*



Expert Assistance

We take pride in offering outstanding customer support. Our team is here to help you with any questions or issues you may have. Whether you need assistance with submitting documents, logging into your account, verification details, or general support, we're dedicated to providing clear and helpful solutions every step of the way.

Here's what you can expect when you reach out to us:

Responsive Support: We're committed to replying to all inquiries within 3 business days.

Support Hours: Our team is available Monday - Friday from 9:00 AM - 5:00 PM EST.

Specialized Assistance: Whether it's submitting documents, account login issues, -verification details, or general inquiries, we're here to assist.

Easy Contact: Simply fill out the form, and we'll get back to you as soon as possible.

Thank you for reaching out—we look forward to helping you!

Important Reminders:

- All insurance documentation must be submitted directly to Evident through the Evident portal. Your primary insurance contact will receive access to the portal in an email. If your primary insurance contact for the County has changed, please notify your COR with the new contact's name, phone number, and email address. The County will then provide this updated information to Evident so they can update their system. Please note, email submissions are not accepted.

For More Information:

- Contact your Contracting Officer's Representative (COR)

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- Evident prefers certificates to be submitted electronically rather than by mail. If sending a hard copy of certificates is preferred, please use the address below. Reminder, the County does not need a copy of the certificates.
 Evident ID, Inc.
 8520 Allison Pointe Blvd Ste 223
 PMB 52150
 Indianapolis, IN 46250-4299 US
- In reviewing information, it was noticed that some Certificates of Liability Insurance, also known as the **ACORD 25 form or COIs**, do not have all the required insurance requirements and/or additional required documentation (where applicable). Please ensure all insurance requirements and the following (if required) are included:
 - Additional Insured Endorsements for Auto and General Liability
 - Primary and Noncontributory Endorsement
 - Waiver of Subrogation Endorsement
- The Certificate Holder name must match exactly one of the following:
 - County of San Diego Health and Human Services Agency
 - County of San Diego
 - County of San Diego Health and Human Services
- Your entity or organization name listed on all insurance documents must match the name on your County agreement, please ensure the name matches and/or includes any additional DBAs or Parent Company names if needed.

Thank you for your attention to these details as we transition to Evident.

For More Information:

- Contact your Contracting Officer's Representative (COR)