CalEVV Visit Capture Made Simple for Providers and Caregivers
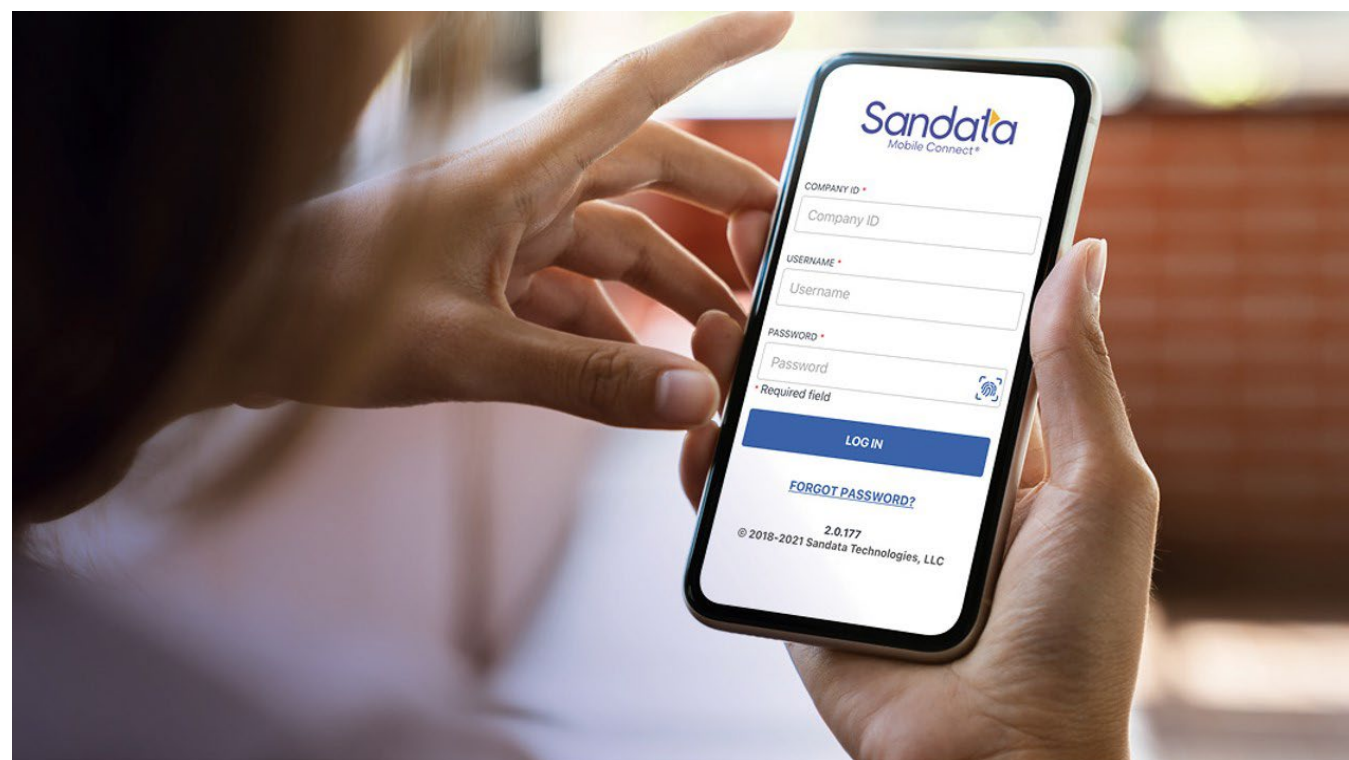
Two Easy Ways to Capture Every Visit

What is a Visit?

A visit is a service provided during an in-person encounter to a client in a home or community-based setting.

CalEVV is a system under which visits conducted as part of personal care and home health care are electronically verified. Providers capturing visit data should ensure that each visit is verified by including all six (6) required data elements, resulting in a complete visit:

- ✓ **Type of service performed**
- ✓ **Individual receiving the service**
- ✓ **Date of the service**
- ✓ **Location of service delivery**
- ✓ **Individual providing the service**
- ✓ **Time the service begins and ends**

NEW Sandata Mobile Connect (SMC) 2.0

- SMC 2.0 is a free application that can be downloaded to any smartphone or tablet through the Google Play or Apple Store.

- Wi-Fi is not required to use the SMC application. The SMC will continue to capture CalEVV visit data and save it for upload once an internet connection is available.

- For login assistance, contact the person at your agency in charge of managing EVV, or the Sandata Customer Care Team at CACustomerCare@sandata.com or call 1(855) 943-6070 if you experience any issues with resetting your password.
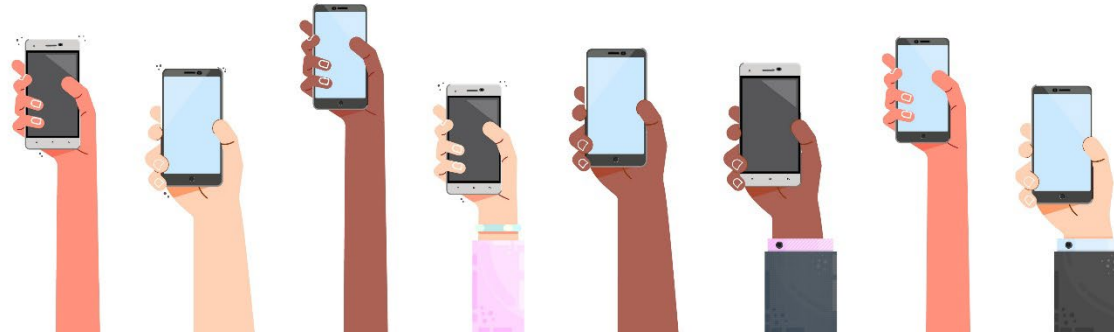

Version 1.0   Version 2.0

CalEVV Telephonic Visit Verification (TVV)

- TVV can be used to capture CalEVV visit data instead of the mobile application.
- Allows for capturing visit details from any touch tone phone such as using a mobile or landline phone to dial-in.
- A providers' Welcome Kit contains information on how to call in and what codes to use.
- Visit the Sandata website for more information and videos on how to use TVV.

Join us for our October Office Hours!

Thursday, October 17 | 2-3 pm
Register Here

Thursday, October 24 | 10-11 am
Register Here

SUBSCRIBE

NEW CalEVV E-mail Notifications

Stay informed with the latest news and updates. Click subscribe to join our mailing list.

(Explore previous editions of the CalEVV Spotlight)

RESOURCES

Here are some helpful links to get you started!

DHCS CalEVV website	Self-Registration Quick Reference Guide
Visit Capture: Creating Visits with SMC 2.0 [Video]	Telephonic Visit Verification (TVV)
Preparing a Bulk Upload	Performing a Bulk Upload
Provider Types and Codes	Subscribe to CalEVV Notifications

Need Assistance?

For program policy questions, contact EVV@dhcs.ca.gov.

For CalEVV Technical Support, contact 1-855-943-6070 or CACustomerCare@sandata.com.

DHCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

Questions? E-mail us at: EVV@dhcs.ca.gov

Have a feedback or comment? Tell us HERE!