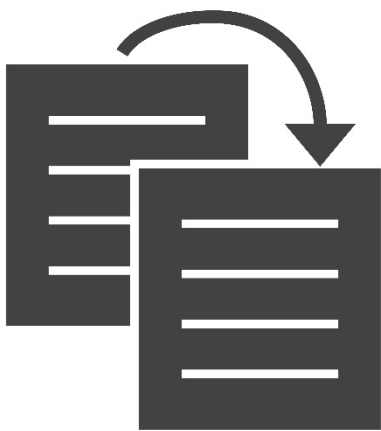


# CalEVV Duplicate Entry Prevention

## Avoiding the Creation of Duplicate Visits

### New Compliance Update for CalEVV Users

On October 23, 2025, California Electronic Visit Verification (CalEVV) implemented system updates to improve compliance by alerting providers using the CalEVV system when a duplicate visit entry is detected. Read on to learn more.



### What Are Duplicate Visits?

Visits are considered *duplicates* if they share all of the same seven (7) data elements:

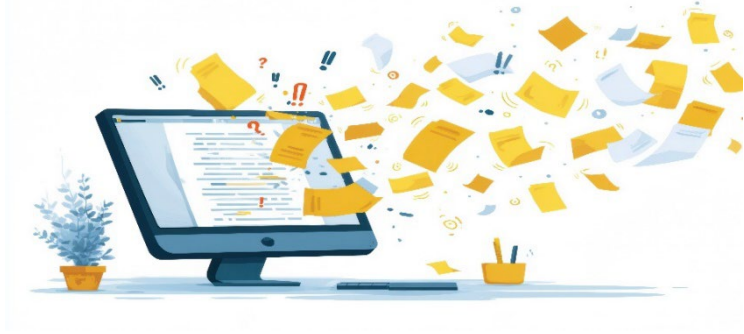
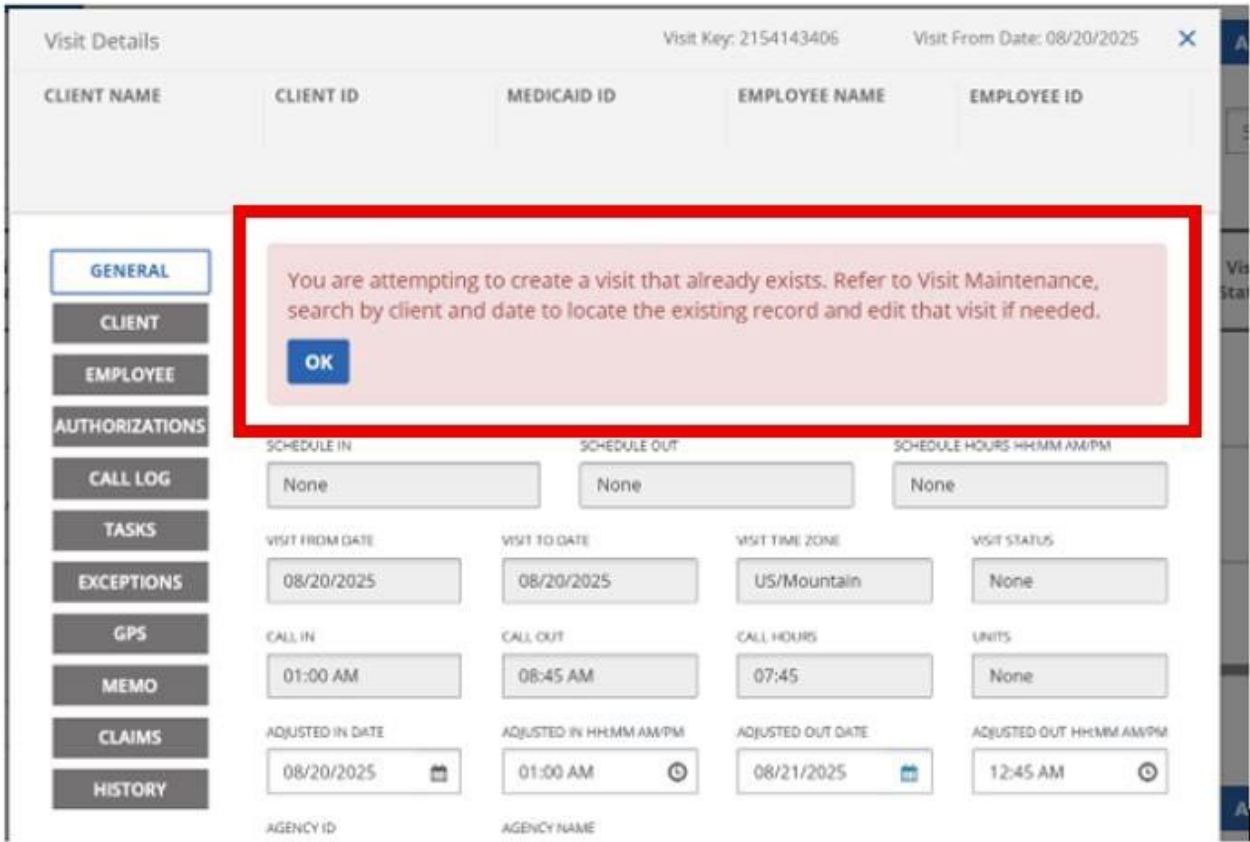
- Provider ID
- Account Number
- Client ID
- Employee ID
- Type of service
- Begin Time
- End Time

### New Feature in the CalEVV Portal

#### Understanding Exemptions When EVV Does Not Apply

A message will appear in the CalEVV portal to prevent the creation of duplicate visit entries. This feature is designed to help improve compliance by ensuring providers submit Cures compliant visit data without duplications.

The system will display the following message: *“You are attempting to create a visit that already exists. Refer to Visit Maintenance, search by client and date to locate the existing record and edit that visit if needed.”*





## **NEW Weekly CalEVV Drop-In Hours!**



Beginning January 2026, the CalEVV team will be shifting our Office Hours to a drop-in model. To better support our providers, DHCS will now host weekly drop-ins to offer support and technical assistance for our providers and Jurisdictional Entities.

Participants may join at any time during this scheduled window every Friday at 1:30 – 2:30 PM | PST  
**(No registration is required).**



### **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)*



### **Here are some helpful links to get you started!**

[CalEVV Portal Login](#)

[Sandata OnDemand Website](#)

[21st Century CURES Act](#)

### **Need Assistance?**

For program policy questions, email [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov).

For CalEVV customer support, call 1-855-943-6070 or email [CACustomerCare@sandata.com](mailto:CACustomerCare@sandata.com).

For EVV assistance with alternate systems, call 1-855-943-6069 or email [CAAltEVV@sandata.com](mailto:CAAltEVV@sandata.com).

To update administrator access to CalEVV, submit a request ticket through [Sandata On-Demand](#).



**Questions? E-mail us at: [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov)**

**For more information, visit us at our [DHCS EVV](#) website.**