# Business Intelligence Tool
New KPI 1 Card Available for Jurisdictional Entities

Introducing the Key Performance Indicator (KPI) 1 Card

On December 18, 2025, the California Electronic Visit Verification (CalEVV) project team introduced the new KPI 1 card in the Sandata Business Intelligence (BI) tool, available now in the appendix section of the dashboard for Jurisdictional Entities (JE).

Provider benefits – This visibility will allow JE to better assist providers by identifying EVV data issues earlier and offering more targeted guidance, training, and technical support—enabling providers to address issues more quickly and improve overall compliance.
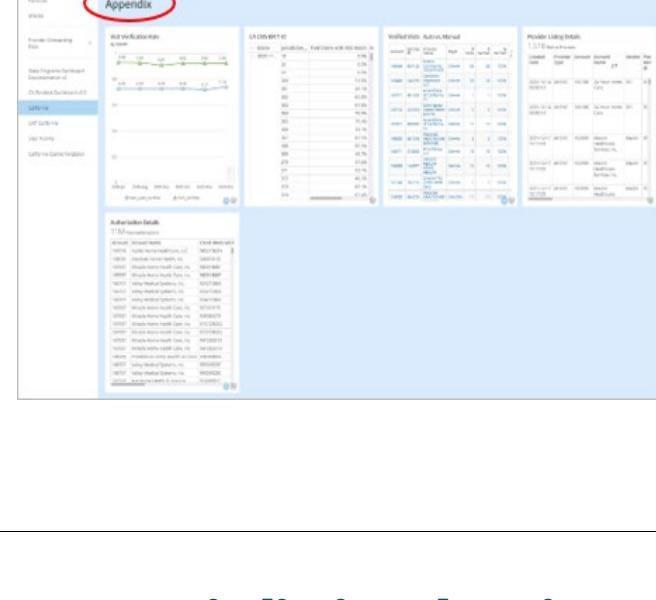
What Is A Jurisdictional Entity

A Jurisdictional Entity is the local entity with the direct relationship with the state department. JEs authorize and pay providers for services and provide oversight of service delivery. They include:

- Home and Community-Based Alternatives (HCBA) Waiver Agencies
- Managed Care Plans (MCP)
- California Children's Services (CCS) Counties
- Department of Health Care Services (DHCS)
- Regional Centers (RC)
- Multipurpose Senior Services Program (MSSP) Sites
- Medi-Cal Waiver Program (MCWP) Agencies
- County In-Home Supportive Services (IHSS) - limited to two CA counties

Purpose of the New KPI 1 Card

With the new KPI 1 card in the BI tool, JEs can now:

- Monitor the monthly ratio of federal claims being paid that have a corresponding verified visit match in the system.

- Each JE will be able to verify all of their providers who are impacted by EVV.

- Identify your Jurisdictional Entity's EVV compliance percentage with KPI 1.
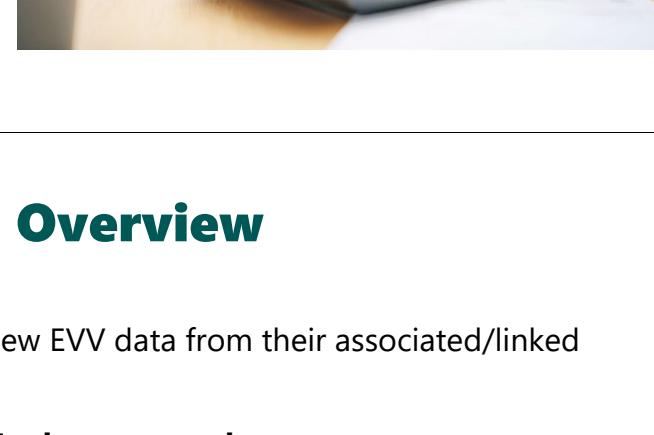
CalEVV BI Tool Overview

The BI tool, also referred to as DOMO, allows JE users to view EVV data from their associated/linked providers.

BI Tool users can verify:

- If providers are registered and associated/linked to their specific JE.

- If Cures compliant EVV data is being submitted by their associated/linked providers.
  - The visit status (e.g., Incomplete, In Process, Omit, Processed, and Verified).
  - A *Verified* visit is a record that contains the six (6) required data elements.

BI Tool users can also:

- View and access EVV data and submissions by their associated/linked providers.

- Filter, drill down, and export reports allowing users to check certain segments of data.

If you are a JE and need to request BI tool access and/or update current permissions, please contact your state agency to obtain the Aggregator/BI Tool Request Form. Note: A maximum of two (2) licenses may be issued per agency/organization.

How Is KPI 1 Calculated

KPI 1 is the association of EVV records to claims/encounters. KPI 1 calculates the percentage of total paid federal claims for Personal Care Services (PCS) and Home Health Care Services (HHCS) that have corresponding verified EVV visit records.

$$KPI\ 1 = \frac{Numerator}{Denominator} \times 100\%$$

Numerator: Number of paid claims and encounters that have complete EVV visit records associated with them.
Denominator: Number of all paid claims and encounters for PCS and/or HHCS.
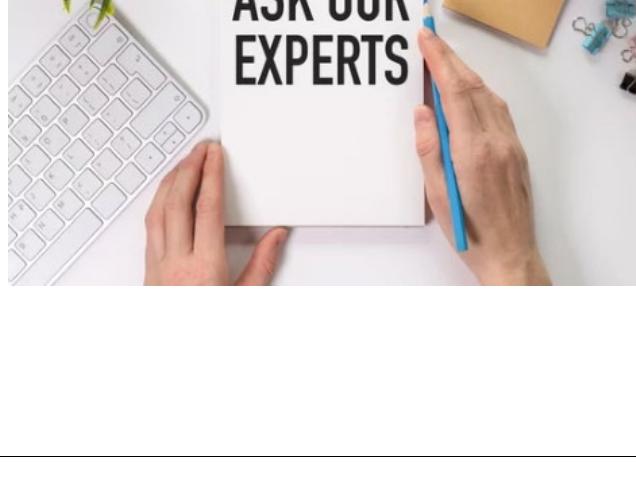
NEW Weekly CalEVV Drop-In Hours!

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).**

For CalEVV videos and other training resources, visit the **CalEVV Training Library Archive**.
For AltEVV providers, please access the **CalEVV Alternate Vendor Resources** for some helpful information.

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

Business Intelligence (BI) Tool User Guide for Jurisdictional Entities

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Need Assistance?

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

For CalEVV customer support, call 1-855-943-6070 or email CACustomerCare@sandata.com.

For EVV assistance with alternate systems, call 1-855-943-6069 or email CAAltEVV@sandata.com.

To update administrator access to CalEVV, submit a request ticket through Sandata On-Demand.