

Sandata Zendesk Migration & Support Updates

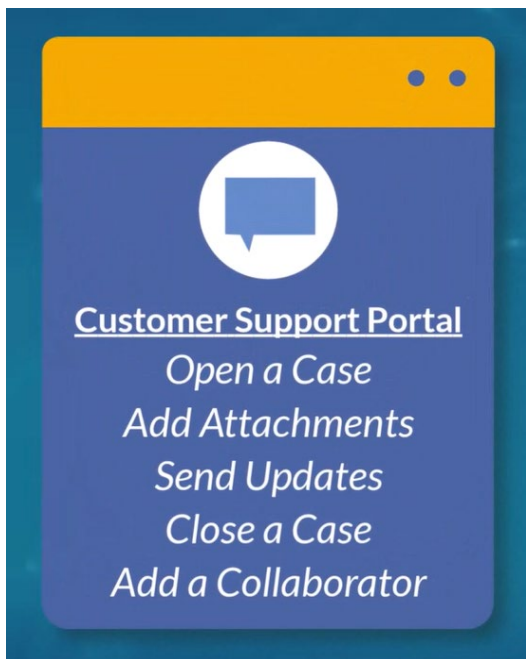
April 20 – Sandata is rolling out a new support ticketing system to deliver faster, more efficient assistance. In addition, Sandata is introducing *Caree*, a new virtual assistant designed to provide personalized support and help guide users through their experience. Read on to learn more!

New Support Ticket System

Submit tickets quickly and track progress with Sandata’s new streamlined process for faster resolutions from their Technical Customer Care (TCC) team. [Watch the Demo!](#)

- Real-time status updates
- Add attachments or comments anytime
- Collaborate with your team on a case
- Centralized history of all requests

There will be no new changes to your current process. You will be automatically redirected to the appropriate webpage. Please bookmark the new URLs for quick access.



New Introducing Caree Virtual Assistant

What’s New:

- Caree Virtual Assistant to answer questions and deliver on-demand training support instantly.
- Save time with self-service access to information—right at your fingertips.
- Faster access to the resources you need.
- Personalized support for your learning journey.

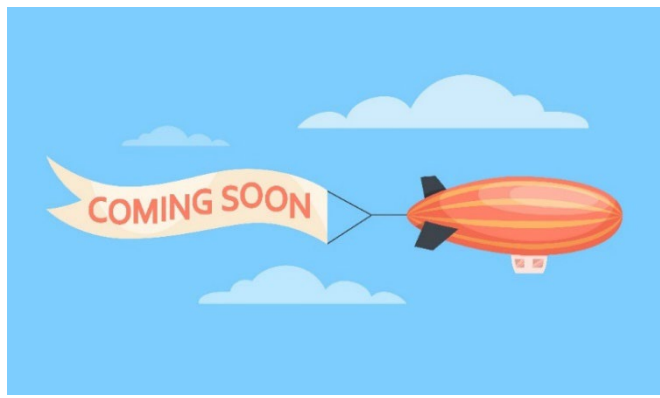


CHAT

What’s Ahead in May...

Here’s what to expect next month – key updates on:

- **Welcome Kit**
- **Learning Management System (LMS)**



Weekly CalEVV Drop-In Hours

As of January 2026, the CalEVV team has transitioned Office Hours to a new drop-in model. The Department of Health Care Services (DHCS) is now hosting weekly drop-in sessions to better provide our providers and Jurisdictional Entities (JE) with EVV support and technical assistance.

When: [Every Friday at 1:30 – 2:30 PM \(PST\)](#)

Format: Drop-In **(no registration required)**

Participants may join at any time during this dedicated hour to ask questions and request EVV assistance. For meeting access and dial-in details, please visit our [DHCS EVV website](#).





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.

SUBSCRIBE

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](#)

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 OnDemand Online Support Request](#).



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

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