

New Alternate EVV Training Webinars

CalEVV will be hosting training webinars for providers using an alternate EVV (AltEVV) system on **August 12 (1:00 PM – 2:00 PM)** and **August 13 (10:00 AM – 11:00 AM)**. This training will provide a comprehensive overview of the AltEVV process, including self-registration and how to submit visit data correctly from your AltEVV system to the Aggregator. Providers using AltEVV and jurisdictional entities are encouraged to attend. Look out for email communication coming from the Department of Health Care Services (DHCS) and DDS. Contact DHCS EVV at EVV@dhcs.ca.gov for any questions.

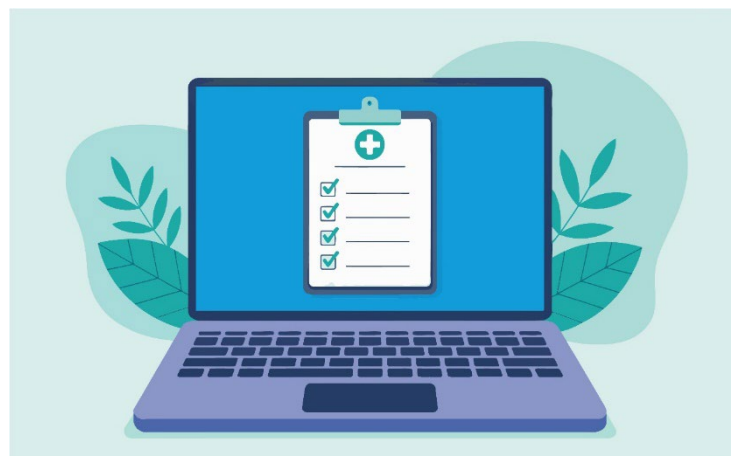
New Weekly CalEVV Drop-In Office Hours

Join our DHCS weekly CalEVV Drop-In Office Hours on [Wednesdays at 10:00 AM](#). No registration is required.

Participants may attend 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](#).

What Is An Alternate EVV System?

The State of California provides a free EVV solution, the CalEVV portal. Providers may choose to use an alternate third-party software system to collect the six data elements required for EVV. These alternate systems are referred to as AltEVV systems. If a provider chooses to use an AltEVV system, the provider still must self-register with CalEVV.



AltEVV Administrator Roles & Responsibilities



- Complete [Provider Self-Registration](#).
- Coordinate with your alternate system to ensure testing and credentials is completed and production credentials are generated.
- Ensure that visit data sent from the alternate system is displayed correctly in the Aggregator and visits are in a verified status for compliance.

Correct any changes to your EVV visit data through your alternate system and resubmit the visit data.

Register as a Provider Using AltEVV System

Go to the [California Provider Self-Registration Portal](#) and complete all required fields.

1. Enter **Provider Agency Name**.
2. In the **Provider Identifiers** section, enter your provider identifier(s) by clicking the **ADD** button. Ensure all fields are completed. Repeat this process as needed. DHCS requires a National Provider Identifier (NPI). For more information on provider identifiers, please visit the [Help page](#) > **How To Fill Out Each Required Field** > **Provider Identifiers**.

Department	Jurisdictional Entity / Jurisdiction	Identifier Type	Identifier	ADD
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Add Provider Identifier

DEPARTMENT

JURISDICTIONAL ENTITY / JURISDICTION

IDENTIFIER TYPE

IDENTIFIER

☐ By clicking the "Submit" button, you confirm that your agency bills for services with the Jurisdictional Entity (JE) you have identified in this form. If you list a JE that you do not contract with or bill to, doing so may result in a data integrity issue.

SUBMIT

CANCEL

3. Enter the agency **Address**.
4. Enter the **Agency Contact Information**.

Agency Contact Information

The agency contact is the initial point of contact and is the individual who will be responsible for the completion of the on-boarding process. For more information about the agency contact, please see the [Help](#) section on the navigation pane to your left.

PROVIDER AGENCY PHONE

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PROVIDER AGENCY ADMINISTRATOR EMAIL

jDoe@example.com

PROVIDER AGENCY ADMINISTRATOR FIRST NAME

PROVIDER AGENCY ADMINISTRATOR LAST NAME

5. In the **Additional Information** section, providers using an AltEVV system will click **“No.”** You will be prompted to enter the name of the vendor system your agency will use.

WILL YOUR AGENCY BE USING CALEVV TO ELECTRONICALLY COLLECT VISIT DATA?

☐ YES

☒ NO

☐ UNKNOWN

What system will you be using to electronically collect visit data?

John Doe System

Maximum Characters Allowed: 100

15/100

6. Upon entering your vendor system name, complete the requested vendor contact information.

Vendor Contact Name

Vendor Contact Email

jDoe@example.com

Vendor Contact Phone

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7. Click **SUBMIT** to complete the registration process. A notification window will appear with your assigned **CalEVV Identifier** number. Keep this number for your records.

Note: Provider will receive a confirmation email within 24 hours from DoNotReply@sandata.com. Check the spam/junk folder.

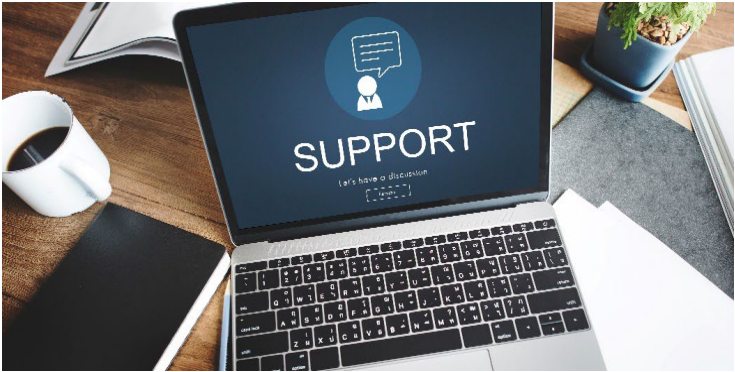
Things To Know

- **If the vendor system is identified as being new to California:**
 - The vendor will receive an email with instructions on how to obtain certification.
 - The vendor system will register in [Vendor Registration Portal](#) to obtain state certification.
 - The vendor system will complete testing in the vendor portal under the ‘Conduct and Review Testing’ tab.
 - Once all testing scenarios are passed, credentials will become available in the production credentials or ‘Prod Creds’ tab.
- **If the vendor system is identified as already being certified in California:**
 - Provider and vendor system will receive email communication from Sandata notifying them that production credentials are ready.

Contact and Support

For CalEVV assistance, contact the Sandata Customer Support team at 1-855-943-6070 or email CACustomerCare@sandata.com.

For Alternate EVV assistance, contact the Sandata Customer Support team at 1-855-943-6069 or email CAAltEVV@sandata.com.



For CalEVV videos and other training resources, visit the [CalEVV Training Library](#).

For AltEVV providers, 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!

[Alternate EVV User Guide](#)

[Sandata Customer Support Portal Overview](#)

[California Provider Self-Registration Portal Quick Reference Guide](#)

[Step-by-Step Instructional Video - How To Register for EVV](#)

[Sandata Customer Support Portal - Create A Support Case](#)

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 Customer Support Portal](#).



Questions? E-mail us at: EVV@dhcs.ca.gov
For more information, visit us at our [DHCS EVV](#) website.