

CalEVV Announcements

New 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 a weekly drop-in to better provide you with support and technical assistance for our providers and Jurisdictional Entities (JE).

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

Format: Drop-In (no registration required)

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



New Training Road Show 2.0

Join us in our ongoing mission to support caregivers, providers, and Jurisdictional Entities in meeting federal and state EVV requirements. The CalEVV Team is offering hands-on, in-person training across the state focused on CalEVV tools, resources, and supporting EVV adoption.

Our goal for the upcoming Training Road Show initiative is to advance towards full utilization and compliance with federal and state EVV requirements.

Upcoming Cities for February & March:
Stockton, Chico, San Jose, Fresno, North Los Angeles

If you are interested in attending or becoming a host, please contact us at EVV@dhcs.ca.gov for the registration link or a complete list of upcoming locations, dates, and times.

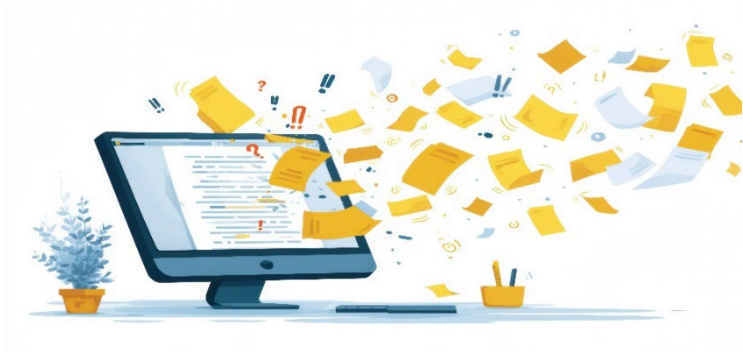
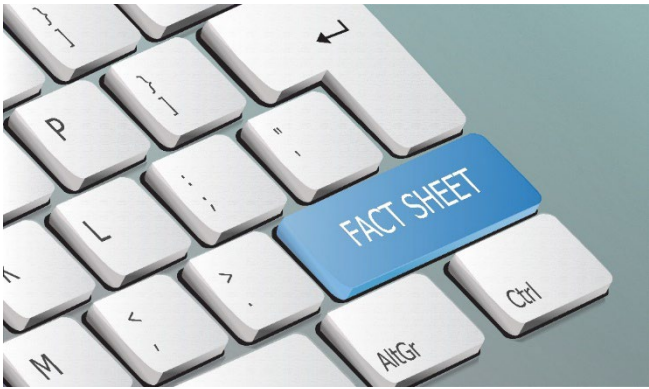


New CalEVV Fact Sheet for Members

The [CalEVV Fact Sheet](#) is designed to help members and family members understand EVV requirements and their role in supporting accurate visit data. What it covers:

Overview

- What is EVV
- Why It Matters
- Role of the Member / Family Member
- How EVV Works
- What It Verifies



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 On-Demand](#).



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

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