

New Weekly CalEVV Drop-In Office Hours

Starting **July 1**, the Department of Health Care Services' (DHCS) weekly CalEVV Drop-In Office Hours will move from Fridays at 1:30 PM to [Wednesdays at 10:00 AM](#). 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](#).

New Sandata Knowledge Base At-A-Glance

The Sandata Knowledge Base is a centralized online resource that provides access to product documentation, training videos, troubleshooting guides, and other support materials.

Below are some featured highlights from the Sandata Knowledge Base. To learn more, visit the [Sandata Knowledge Base](#) website.

How to Access California EVV Resources

To get to California-specific EVV training videos and resources, go to the [Sandata Knowledge Base](#) website. Follow the navigation path: **Documentation > Sandata Payer Programs > California**.

STEP 1:

Sandata Knowledge Base

Search topics, videos, and help resources

Need more help? Try Caree, our virtual assistant, available in the lower-right corner.



Getting Started

Browse resources to help get you started on the right foot with Sandata.



What's New

Learn about Sandata's latest features and updates.



FAQs

Sandata FAQs is a one-stop shop for our customers' most common questions and their answers.



Troubleshooting

See common holds and errors and the steps to resolve.



Training Videos

Watch training videos to refresh your skills and knowledge of Sandata features and functionality.



Documentation

Documentation includes an extensive collection of topics for all of our product features.

STEP 2:

Documentation

Documentation includes an extensive collection of topics for all of our product features. Select a link below for more information on the product feature:

Note: Some features may not be available in your portal. Features depend on role, permissions, and portal type.

Sandata Agency Management



Sandata Aggregator



Sandata EVV



Sandata EVV Enhanced



Sandata EVV Vendor Solutions



Sandata I/DD



Sandata Mobile Connect



Sandata Payer Programs



STEP 3:

Sandata Payer Programs

Click the dropdowns below to view content for your state or territory.

Global Release Meetings

Arizona (AZ AHCCCS)

Arkansas (AR DHS)

California (CalEVV)

Colorado (CO HCPF)

Sandata Knowledge Base Search

Use the [Sandata Knowledge Base](#) search bar to help you find answers to your questions faster. You can also use Caree Virtual Assistance too. For instructions on how to get the best search results, review the search tips below and the [Sandata Knowledge Base Search Instructions](#) for more information.



HHAeXchange Provider Knowledge Base

Search documents, videos, and help resources

Search



Getting Started

Browse resources to help get you started on the right foot with HHAeXchange.

What's New

Learn about HHAeXchange's latest features and updates.



FAQs

HHAeXchange FAQs is a one-stop shop for our customers' most common questions and their answers.

Hi there 🌟

How can we help out today?



- Standard Search**

Find topics that contain all of the search terms. For example, searching for **blackout date** finds topics that contain the word **blackout** and the word **date**.
- Exact Match**

Use quotes around your search terms to find an exact match. For example, searching for "**blackout date**" will find topics with the words **blackout date** together.
- OR**

Add the word **OR** between search terms to find topics containing either term. For example, searching for **blackout OR date** will find topics that contain either the word **blackout** or the word **date**, or both.
- Ctrl-F**

To search for a keyword within the topic, press **CTRL-F** on your keyboard to open the search box. Type the keyword and press **Enter**. This search only looks for matches within the currently open topic.

Frequently Asked Questions (FAQs)

Be sure to visit the [FAQs](#) page for helpful information and guidance on common issues related to the Sandata Portal, CalEVV Aggregator, Sandata Mobile Connect, and more.



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Contact and Support

Need additional assistance? The [Contact and Support](#) page provides quick access to troubleshooting resources, customer support, and remote support tools.

Find help articles, submit support tickets, and connect with Sandata Customer Care team when needed.



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!

[Sandata Customer Support Portal Overview - How To Get Started](#)

[CalEVV Aggregator Login](#)

[California Provider Self-Registration Portal](#)

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.