

CalEVV Customer Support Portal

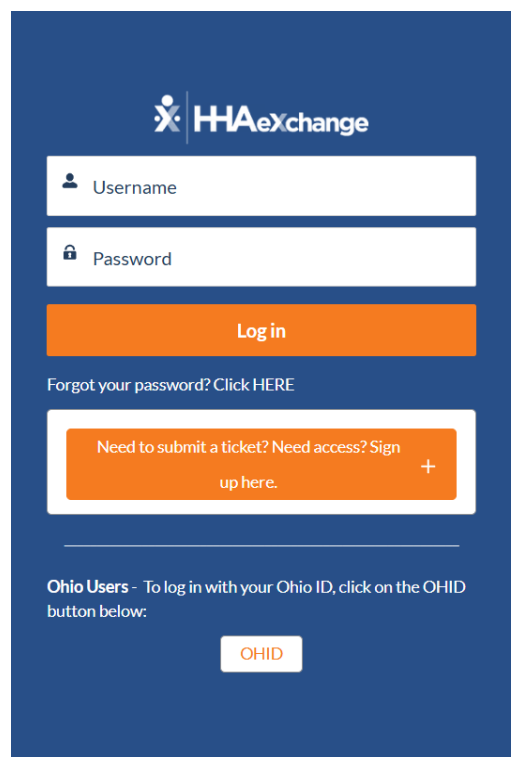
The newly updated Sandata [Customer Support Portal](#) provides a more streamlined and user-friendly support experience. Users can submit support tickets quickly, track ticket progress, and receive real-time status updates, helping ensure faster resolutions from the Sandata Technical Customer Care team. [Watch the Demo](#) to learn more!

Key Features & Benefits

The redesigned customer support portal provides enhanced tools and features to help streamline the support experience, including:

- User-friendly navigation and experience
- Faster support ticket submission
- Real-time ticket status updates
- Add attachments or comments anytime
- Add collaborators for shared visibility
- Access open, closed, and collaborator cases in one location

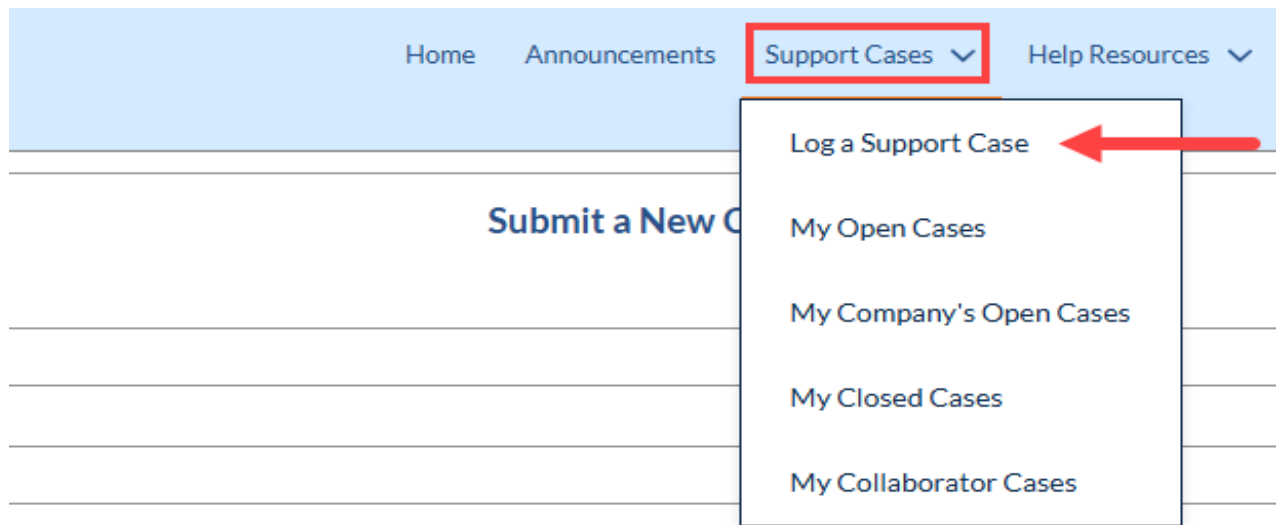
NOTE: An account is required to access these features and submit support ticket requests. Visit the Sandata OnDemand website for [steps on how to register](#) for a [Customer Support Portal](#) account. For login issues or additional support, contact Sandata’s Customer Care Team.



Open a Support Ticket

Follow the steps below to create a support ticket through the customer support portal:

1. Log into the [Customer Support Portal](#).
2. From the top navigation menu, click on the **Support Cases** dropdown. Next, select **Log a Support Case**.



3. On the following page, select the platform applicable to your issue from the dropdown (i.e., Sandata), and then click **Next**.



4. Enter the details of your request. Fields marked with a red asterisk (*) are mandatory.



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Submit a New Case

* Product

--None--

* Category

--None--

* STX ID

* Medicaid ID / CalEVP ID

Username

* State

--None--

Subject (No PHI/PII)

* Description

Previous

Next

5. Review and confirm the information is correct. When finished, click **Next** to generate a support ticket number.

6. The confirmation screen shows your case has been submitted and will be reviewed shortly by the Sandata Customer Support Team. An email confirming receipt of the ticket will be sent to you.

Managing Support Cases



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Submit a New

Which platform do you need assistance with?

Sandata

Next

Log a Support Case

My Open Cases

My Company's Open Cases

My Closed Cases

My Collaborator Cases

From the top navigation menu, select **Support Cases** to access a centralized location for managing cases. This provides visibility into ticket activity and easier access to real-time case status updates from the Sandata Technical Customer Care team.

Adding A Case Collaborator

The Case Collaborator feature allows you to add additional internal or external users to have visibility into your case(s). New collaborators must have an active account before they can access and view case information.

To add a collaborator to your case:

1. Open your case ticket.
2. On the right-hand side of the screen, click on **Add Collaborator**.
3. In the **Email** field, enter the email address of the user you want to share visibility with. Click the **Search** button to display results.

Post

Close Case

Add Collaborator

Enter the Email of the Case Collaborator below:

Email

johnsmithtest@hhaexchange.com

Search

4. Select the **button** next to the name of the contact you want to share visibility with. Then, click **Next** to add the contact as a collaborator. If the contact does not appear in the search results, confirm that the individual has an active account.

Contact Results

1 of 1 item • 1 item selected

Full Name	Email	Account N...
John Smith	johnsmithtest@hhaexchange.com	Simplus Test Account

Previous

Next

5. You have successfully shared your case with a collaborator. You and the collaborator can now view all cases by selecting **Support Cases > My Collaborator Cases**. The collaborator will also receive an email confirmation.

Post

Close Case

Add Collaborator

Success! The selected contact has been added as a collaborator on this case.

The collaborator will be able to view this case by selecting **Quick Links** at the top of the page and then selecting **My Watched Cases**.

Would you like to add another collaborator?

--None--

Next



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

For AltEVV providers, access the [CalEVV Alternate Vendor Resources](#) for some helpful information.

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](#).



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](#)

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

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](#).