CalEVV SPOTLIGHT November 2026

CALIFORNIA ELECTRONIC VISIT VERIFICATION (CalEVV)

Weekly CalEVV Drop-In Office Hours

Have a question or need EVV assistance? 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.



Sandata Mobile Connect

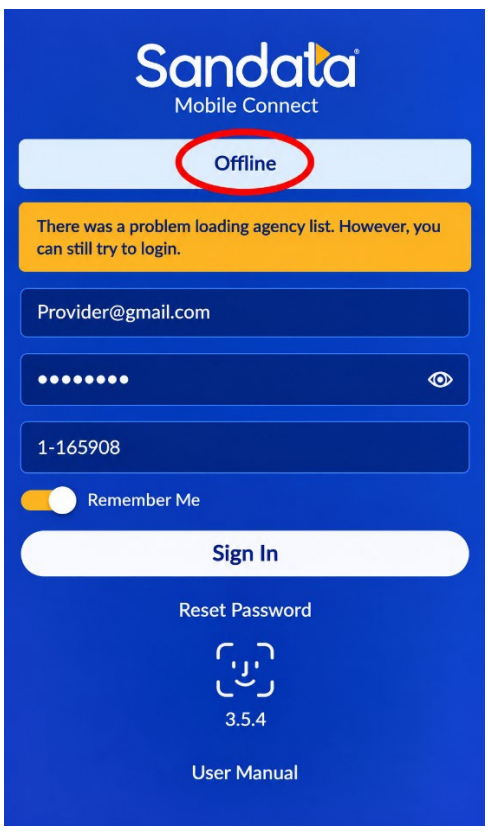
The Sandata Mobile Connect (SMC) application allows caregivers to capture EVV visit information even when Wi-Fi or cellular service is unavailable.

Whether providing services in areas with limited connectivity or experiencing temporary loss of internet access, caregivers can continue capturing visits using *Offline Mode*. When internet connectivity is restored, visit information captured offline can be transmitted to the EVV system.

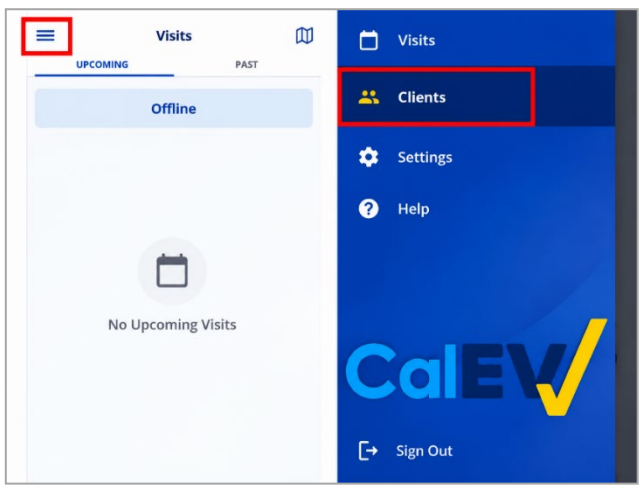
SMC Offline Mode for CalEVV Users

For CalEVV system users, caregivers must log in to SMC at least once with an internet connection before using Offline Mode.

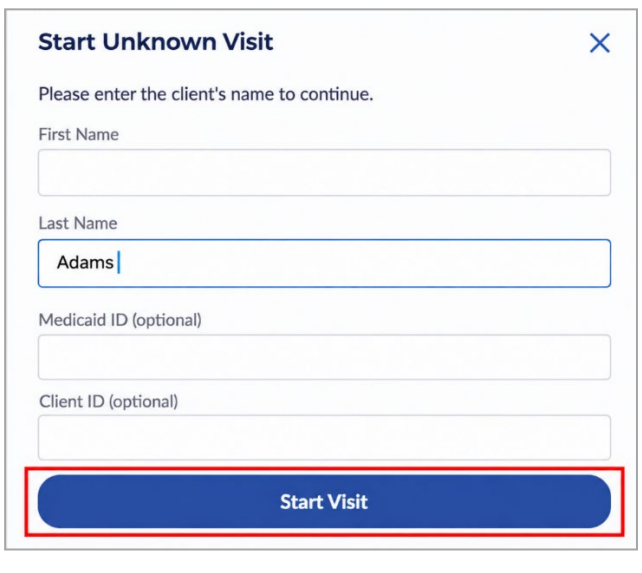
1. **Log into SMC:** Access the offline mode when internet service is unavailable.



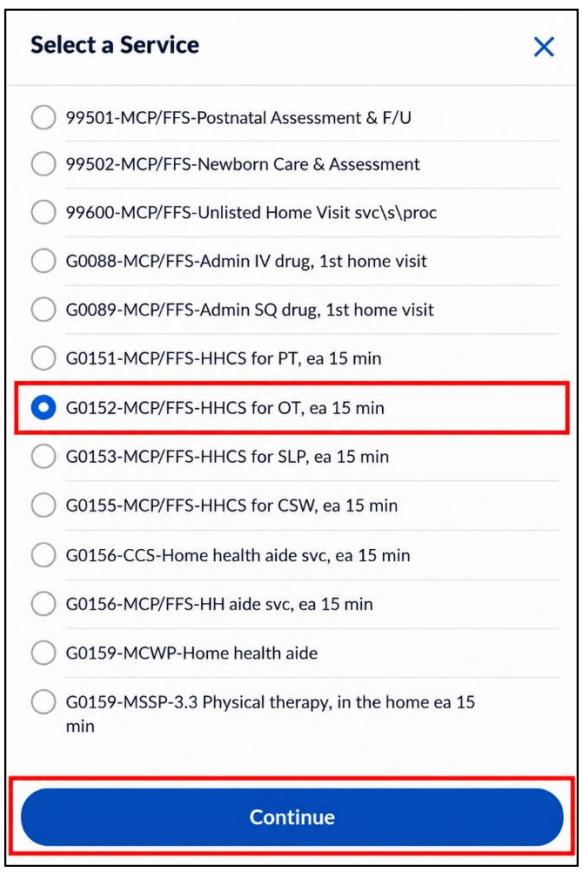
2. **Start a Visit:** Tap the menu icon on the top left and select *Clients* > *Start Unknown Visit*.



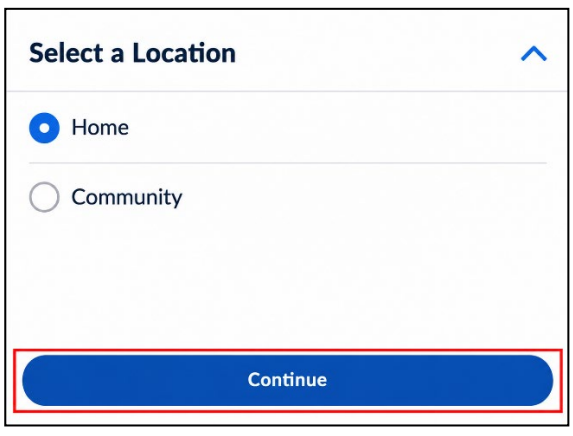
3. **Insert Client Information:** Enter the client's *First and Last Name* > select *Start Visit*.



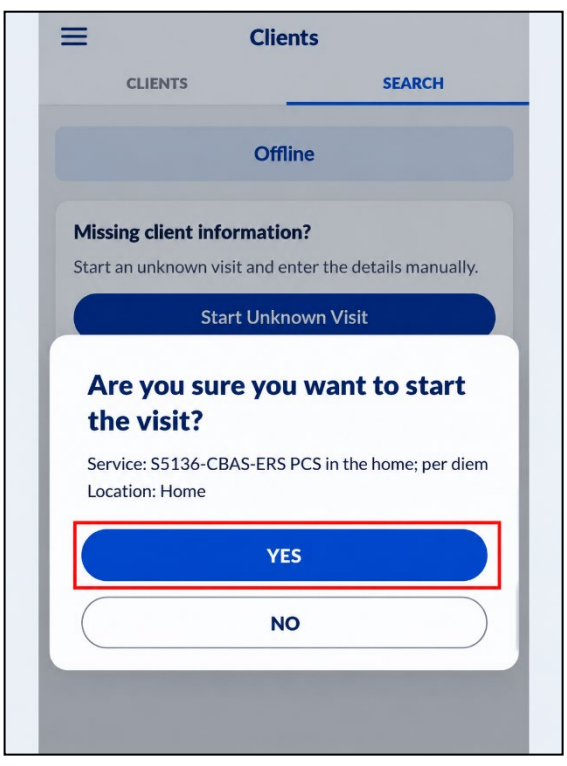
4. **Select a Service:** Select the appropriate service, then select **Continue**.



5. **Select the Location:** Choose between *Home* or *Community* **>** *Continue*.

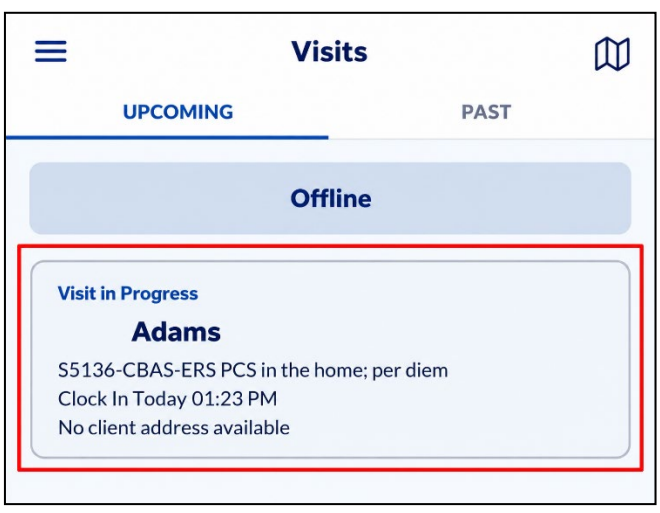


6. **Confirm the Visit:** Select *YES* to start the visit.



Steps On How To End Visits In Offline Mode:

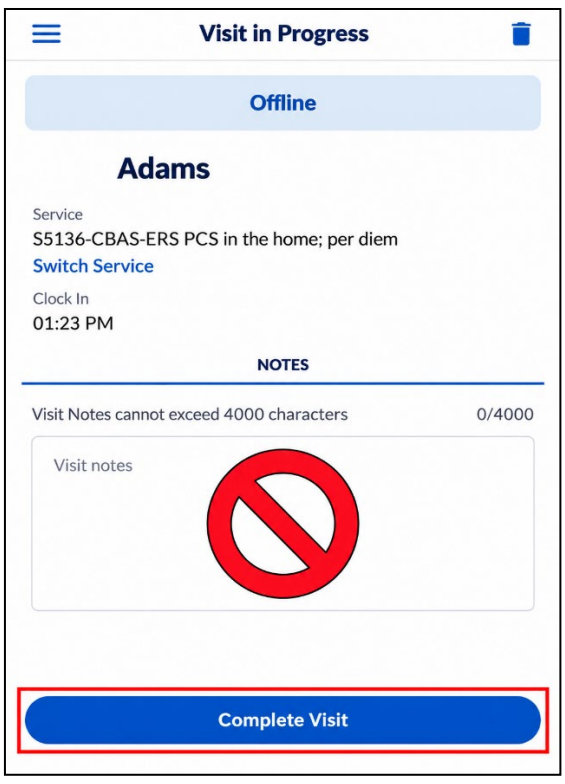
1. **To End Offline Mode:** Log back into SMC application once internet service is restored. Locate the appropriate visit and select *Visit in Progress*.



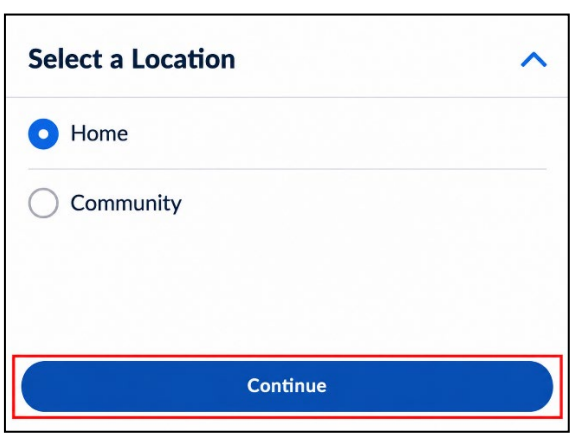
2. **Complete the Visit:** When prompted, click *Complete Visit* once all required visit information has been captured. The application will then automatically transmit saved visits to the CalEVV system and Aggregator.

   Do not enter visit notes in SMC. Please defer to your provider on where to document visit notes.

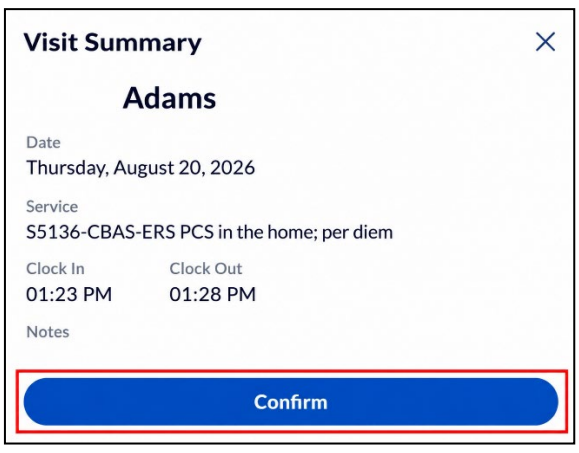
   Pro Tip: *Be sure to verify that saved visits have been successfully transmitted once reconnected. To confirm, visits will appear under Past Visits and in the CalEVV Portal.*



3. **Select the Location:** Choose between *Home* or *Community* **>** *Continue*.



4. **Confirm to End Visit:** When prompted, click *Confirm* to end the visit.



Important Reminders:



- ✓ Client searches and certain features are unavailable offline. Offline Mode only allows you to:
  - Complete visits already *In Progress*.
  - Start an *Unknown Visit*.
  - Start a scheduled visit that was previously loaded to the *Upcoming* tab before the loss of internet connectivity.
- ✓ Always be sure to review visit records for accuracy and completeness.

SMC Offline Mode for Alternate EVV Users

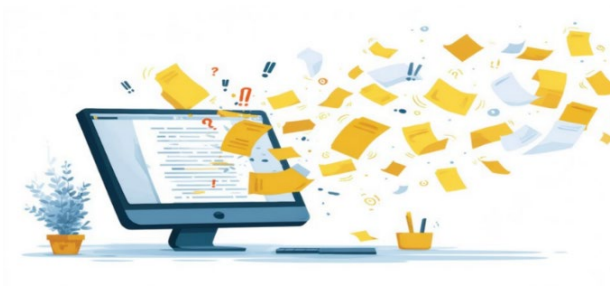
Providers using an Alternate (Alt) EVV system should work directly with their system vendor for guidance on transmitting data to Aggregator, including recording and correcting visit information, or other system inquiries. For additional support, contact the Sandata AltEVV Customer Support Team at (855) 943-6069 or CAAltEVV@sandata.com.

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, call 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, please access the **CalEVV Alternate Vendor Resources** for some helpful information.



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!

Introduction to Sandata Mobile Connect

Sandata Mobile Connect Offline Mode (California)

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 support ticket through Sandata Customer Support Portal.

DHCS
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

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

For more information, visit us at our DHCS EVV website.