CalEVV SPOTLIGHT October 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.



Aggregator Tool

Aggregator is a system that collects and stores all EVV data sent by providers through CalEVV and alternate EVV systems. The CalEVV Aggregator has a web-based (read-only) portal that enables providers using an alternate EVV system, Jurisdictional Entities (JEs), and state users to view and report on EVV visit data.

Identifying EVV Compliant Data in Aggregator for Providers

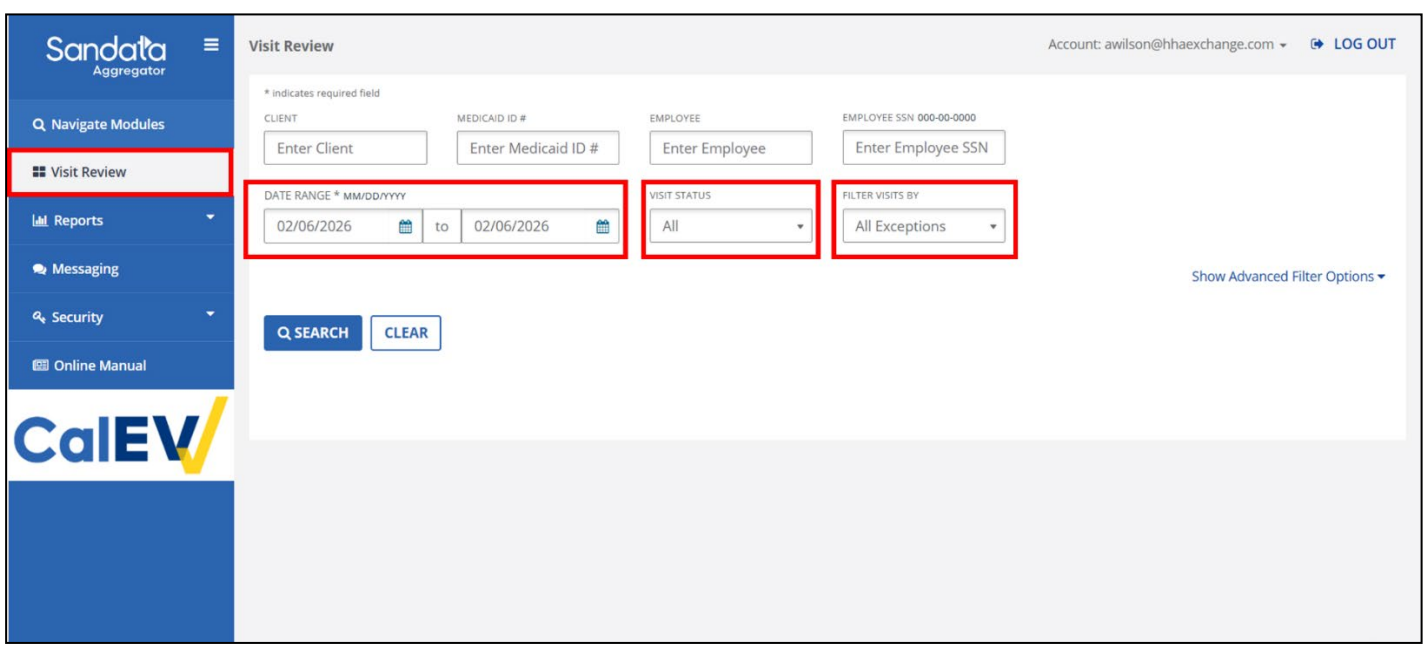
To identify EVV compliant data, login to Aggregator and follow the steps below:

1. Select **Visit Review**.

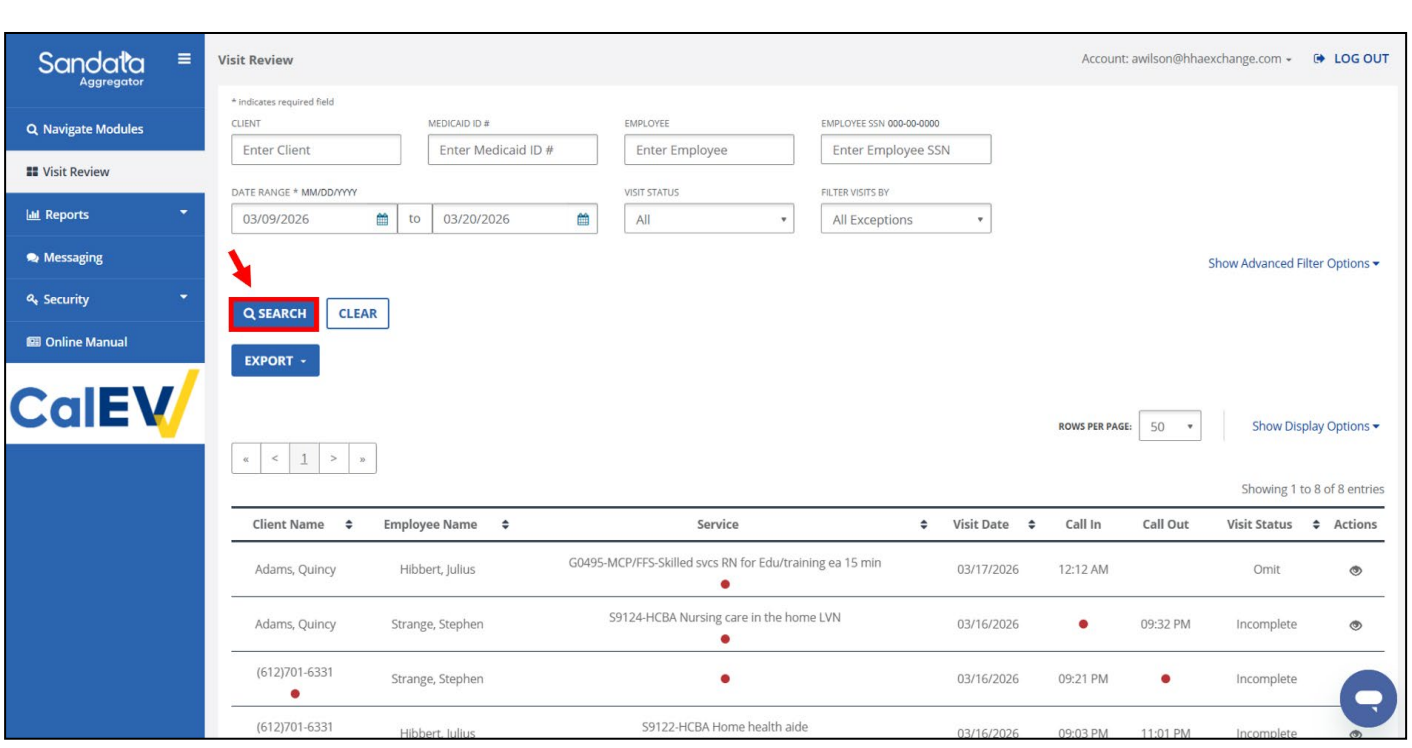
   a. Date Range – insert range of dates in MM/DD/YYY

   b. Visit Status – select **All**

   c. Filter Visits By – select **All Exceptions**

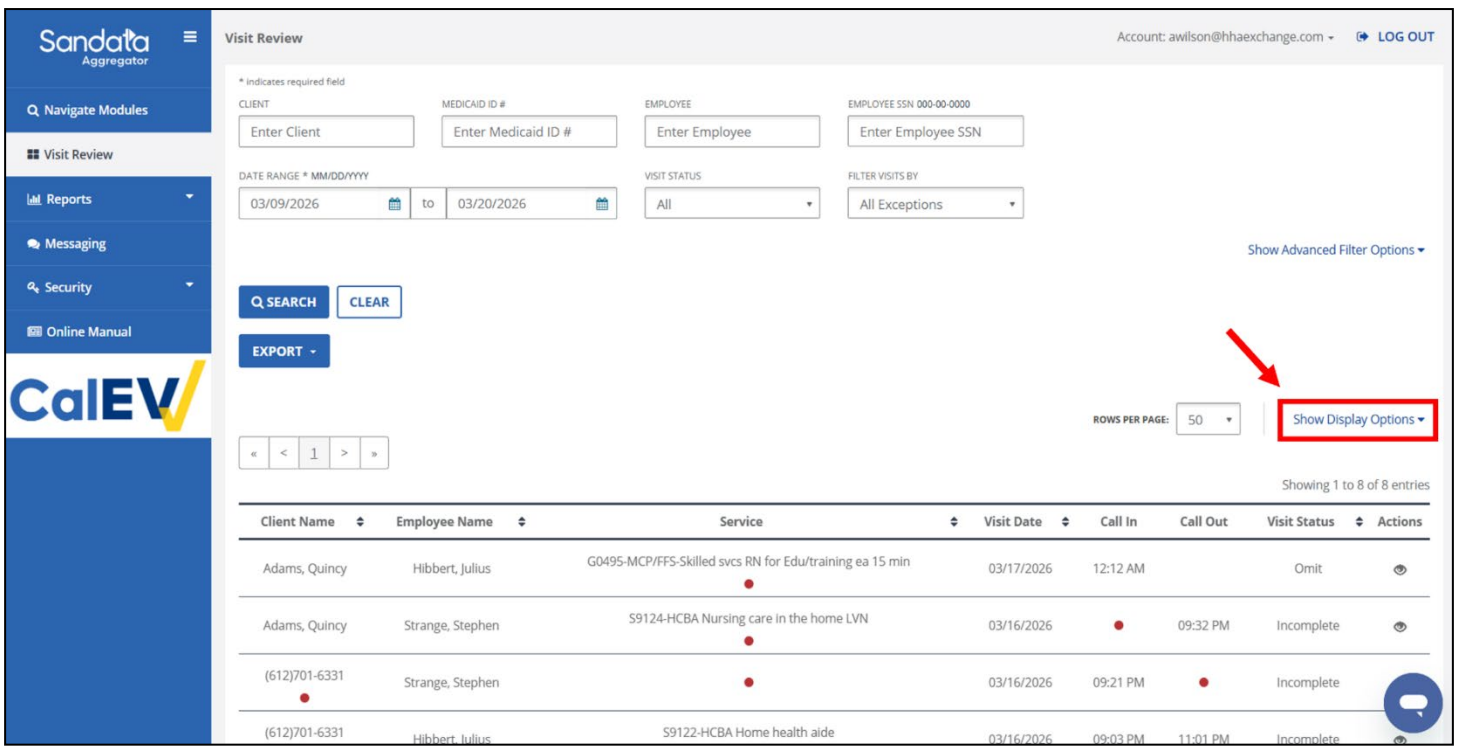


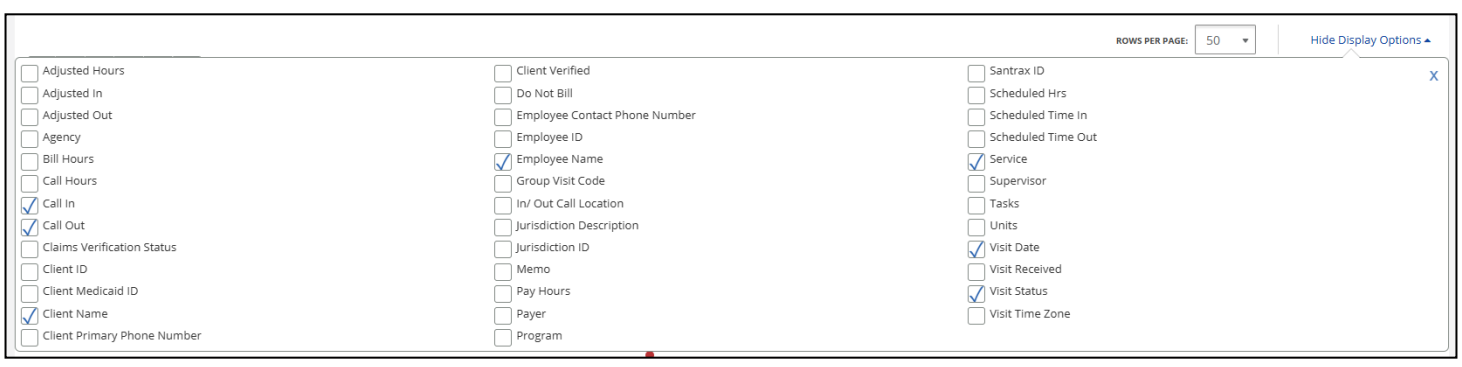
2. Click **Search** to view visit data.



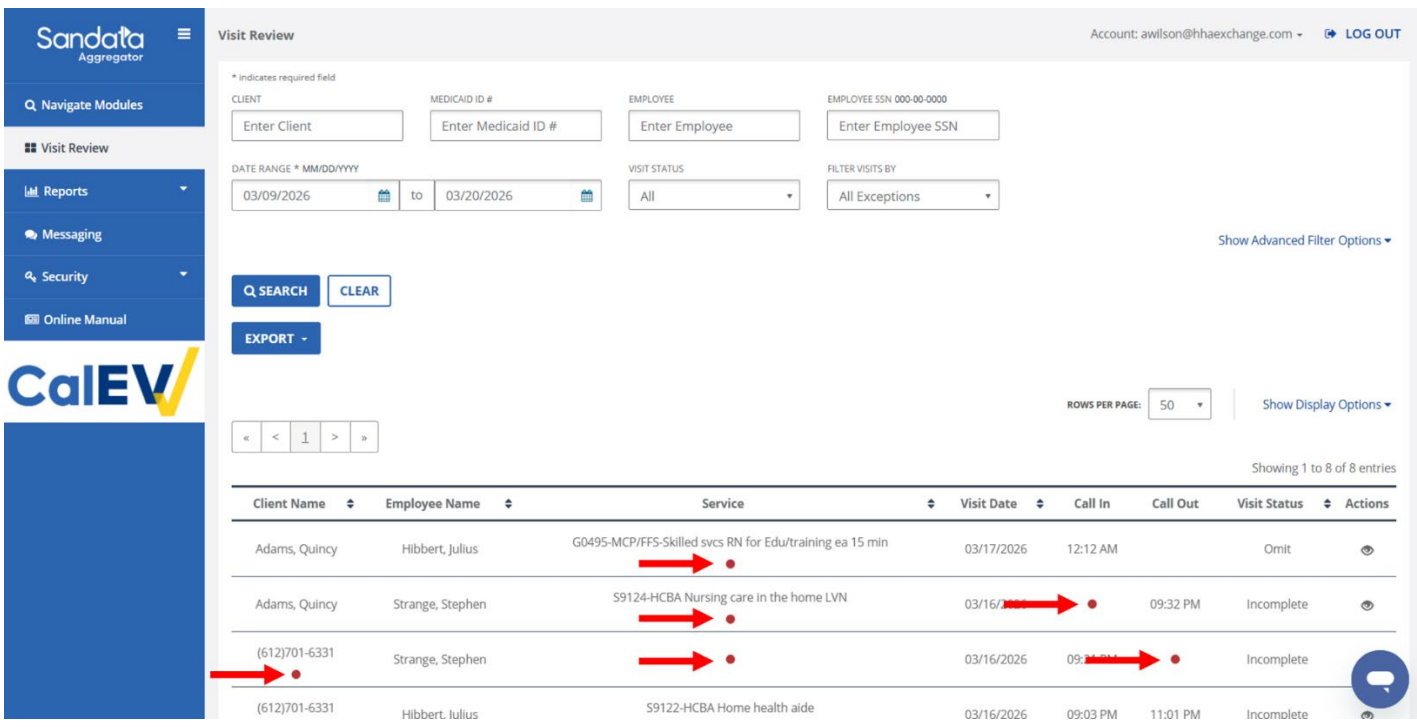
3. Click **Show Display Options** dropdown and select only the following EVV data elements:

- Client Name
- Service
- Call In
- Visit Status
- Employee Name
- Visit Date
- Call Out





4. CalEVV users should resolve all visit exceptions indicated by a red dot (•). Providers using an alternate EVV system should work back with their vendor to identify and resolve visit exceptions.



BEST PRACTICE

Reviewing EVV records regularly can help identify incomplete visit records early, providing an opportunity to address any needed follow-up or corrections in a timely manner.

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!

Aggregator Portal Login

CalEVV Aggregator User Guide for Jurisdictional Entities

Sandata Aggregator Resources

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.**