CalEVV SPOTLIGHT

September 2026

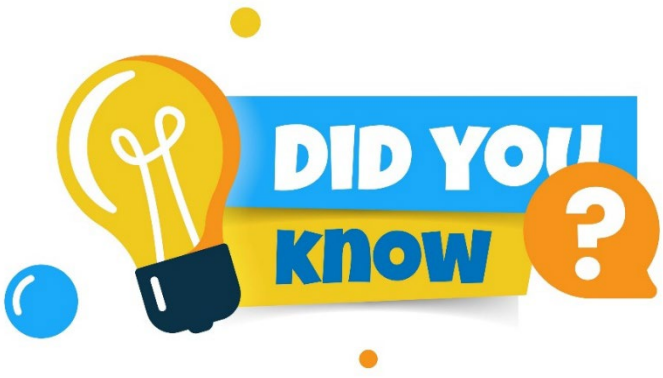
CALIFORNIA ELECTRONIC VISIT VERIFICATION (CalEVV)

New 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.

Jurisdictional Entity Association



Maintaining accurate and current Jurisdictional Entity (JE) associations helps ensure JEs can access correct EVV visit data for their providers in the CalEVV Aggregator.

Additionally, providers should verify that their JE associations are correct for the authorized services they provide.



JE Association Use Case

Scenario: A provider switches to a new CalEVV account and inactivates the previous one but does not add all of their JE associations and adds an incorrect JE.

Issue: The JE is unable to view a provider's current visit data even though the provider is submitting visits.

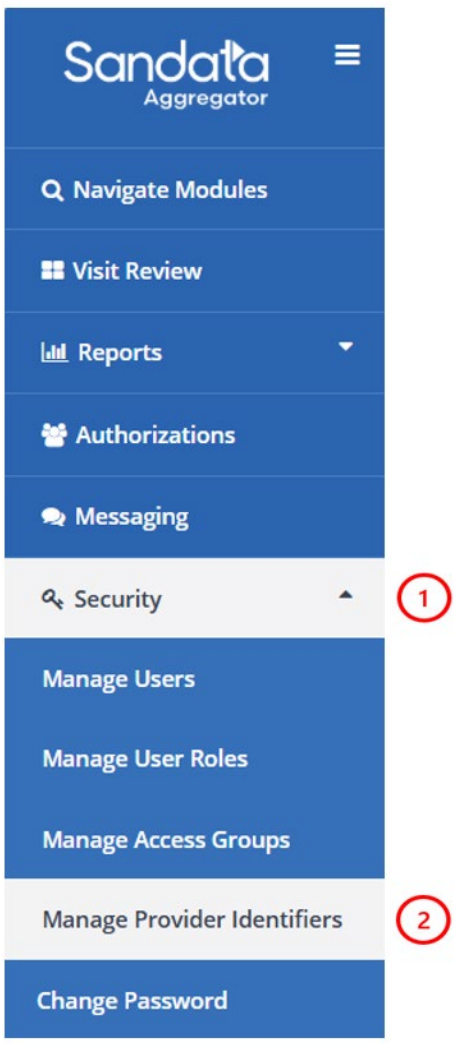
Solution: The provider must add and update all of their JE associations to their new CalEVV account in Aggregator, then confirm the JE can access the associated visit data.

Managing Provider Identifiers

The steps below explain how to review, add, or manage your National Provider Identifiers (NPIs) and JE associations in Aggregator:

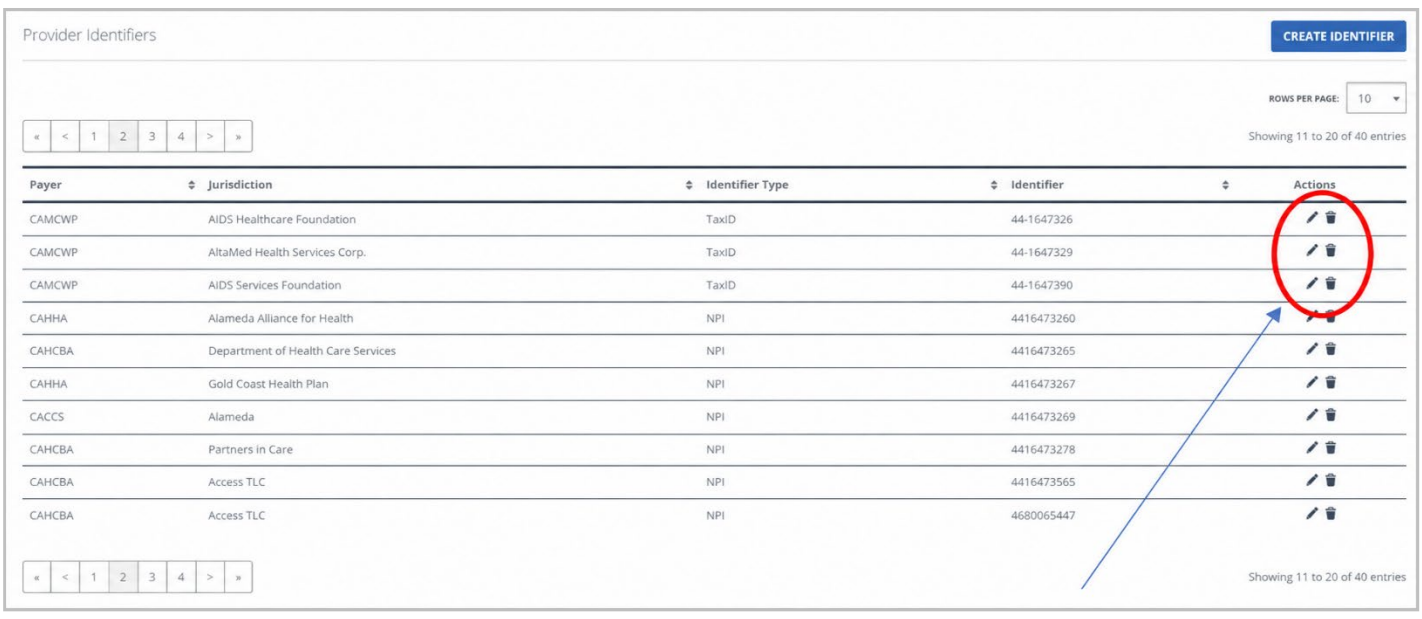
1. Log into your CalEVV account.

2. Click **Security**, then **Manage Provider Identifiers**.

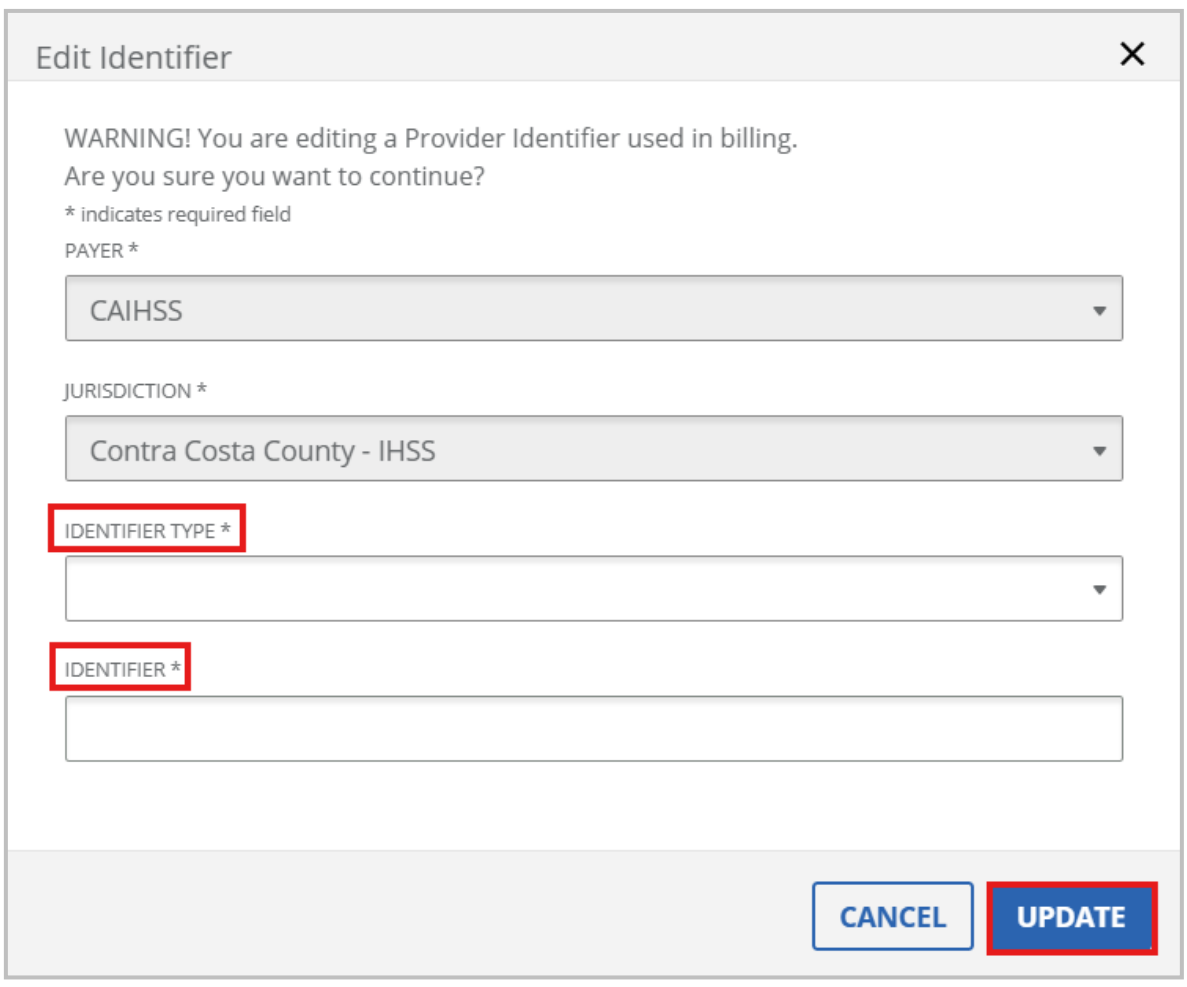


3. Review your JE associations. There should be one line for each JE and NPI associated with your EVV services.

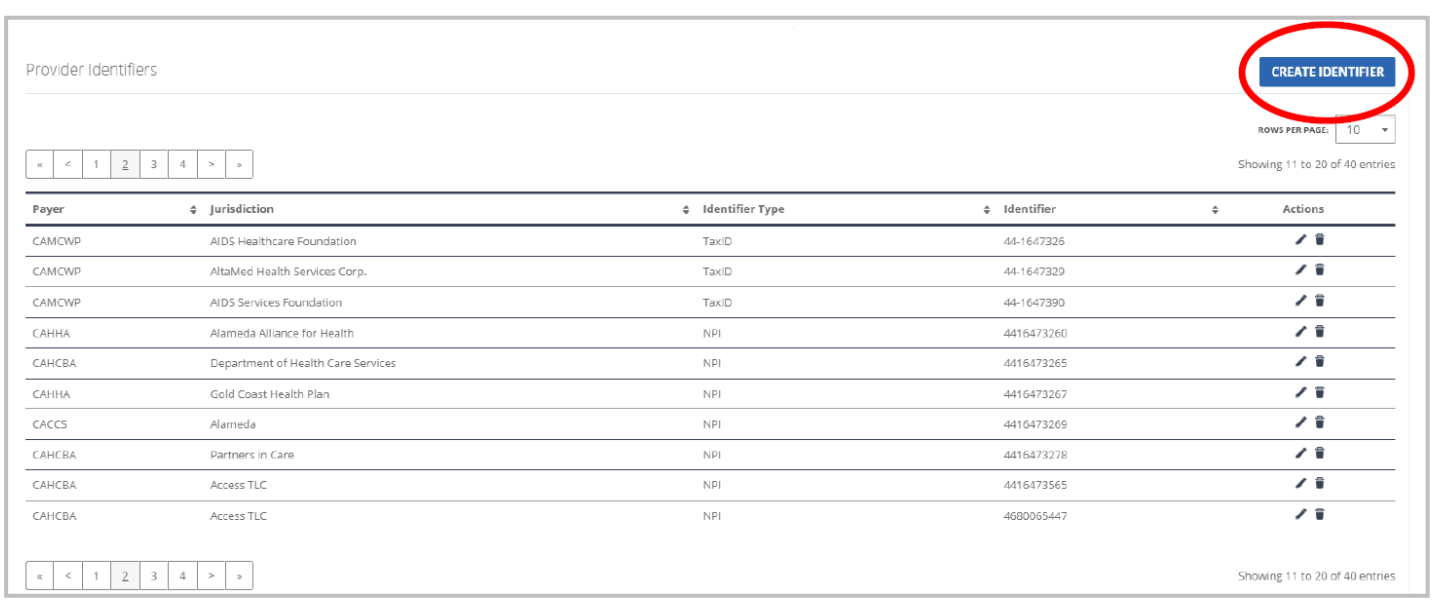
4. To update an existing line, select the pencil icon.
   - **NOTE:** Do not select the trash icon unless you intend to delete the entire record.



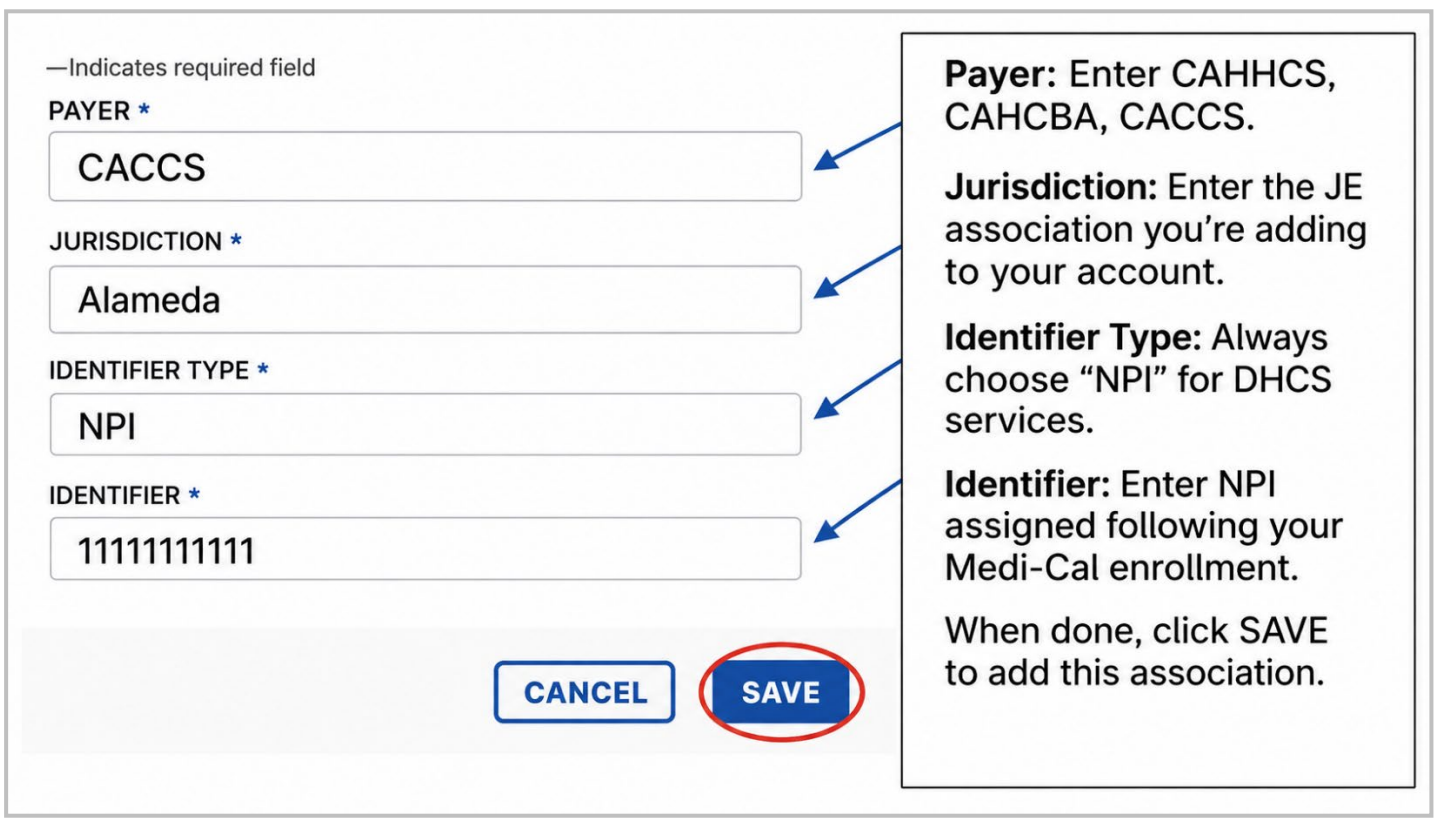
5. Enter the correct **Identifier Type** and **Identifier**, then click **Update**.
   - **Note:** The Identifier Type needs to be an NPI. An NPI is 10-digits in length.



6. To add a new JE association, select **Create Identifier**.

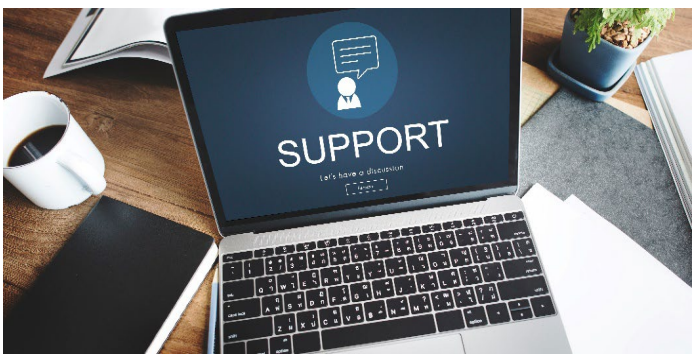


7. On the **Create Identifier** screen, enter the following information and click **SAVE**.



8. Repeat these steps for each JE and NPI associated with your EVV services.

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**.

r 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!

Adding and Managing Provider Identifier(s) Quick Reference Guide

Managing Provider IDs and JE Associations [VIDEO]

Sandata Aggregator Resources

Protecting PII and PHI Resource Guide

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.**