

CalEVV Visit Capture

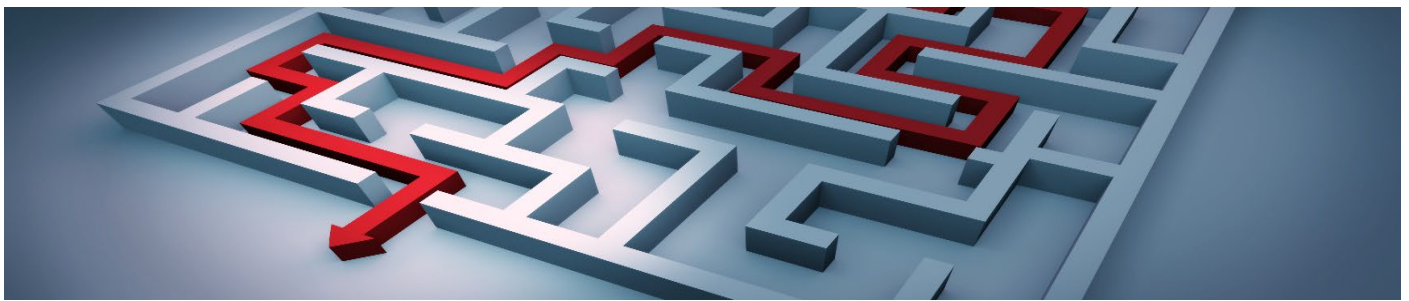
The Time the Service Begins and Ends

Reasons Why Providers Are Not Capturing EVV Visits

- **Rural Areas:** Due to limited broadband infrastructure, providers may experience little to no internet connection, making it difficult to check in or out in real-time.
- **Device Issues:** Unable to access the system due to hardware malfunctions or power loss.
- **Technological Skills:** Difficulty using the system.
- **Missed Visit Capture:** Caregiver forgot to capture visit.



How to Resolve Visit Capture Issues for CalEVV Users



- The CalEVV system is accessible through the **Sandata Mobile Connect (SMC) 2.0** application, which has an offline mode feature. Wi-Fi is not required to use the mobile application.
 - SMC will continue to capture CalEVV visit data and save it for upload once an internet connection is available.
- Providers can use **Telephonic Visit Verification (TVV)¹** for capturing visit details from any touch tone phone such as using a mobile or landline phone to dial-in. Visit the **Sandata website²** for more information and resources on how to use TVV.
- Forgot to enter a visit? Log into the CalEVV system to manually add or correct your visit record.
 - Refer to our **CalEVV Spotlight February 2025³** edition for easy, step-by-step instructions.
- Visit our **CalEVV Training Video Library⁴** for short educational videos on how to capture a Cures compliant visit—ideal for providers who are less familiar with technology.

Note: For **AltEVV providers**, consult with your vendor for guidance on how offline visit capture and data transmission is supported in areas with limited connectivity.



Join us for our June Office Hours!

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[Register](#)

Friday, June 20 | 1pm – 2pm Q&A Only
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(Explore [previous editions](#) of the CalEVV Spotlight)



Here are some helpful links to get you started!

[DHCS CalEVV website](#)

¹[Telephonic Visit Verification \(TVV\)](#)

²[Sandata On-Demand website](#)

³[CalEVV Spotlight February 2025](#)

⁴[CalEVV Training Library Archive](#)

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 On-Demand](#).



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