

Need Help From Sandata?

Here Are Ways to Request Support

Sandata Customer Support Team

The Sandata Customer Support Team is here to assist providers with questions, troubleshooting, and technical issues related to EVV, ensuring your concerns are addressed effectively and efficiently.

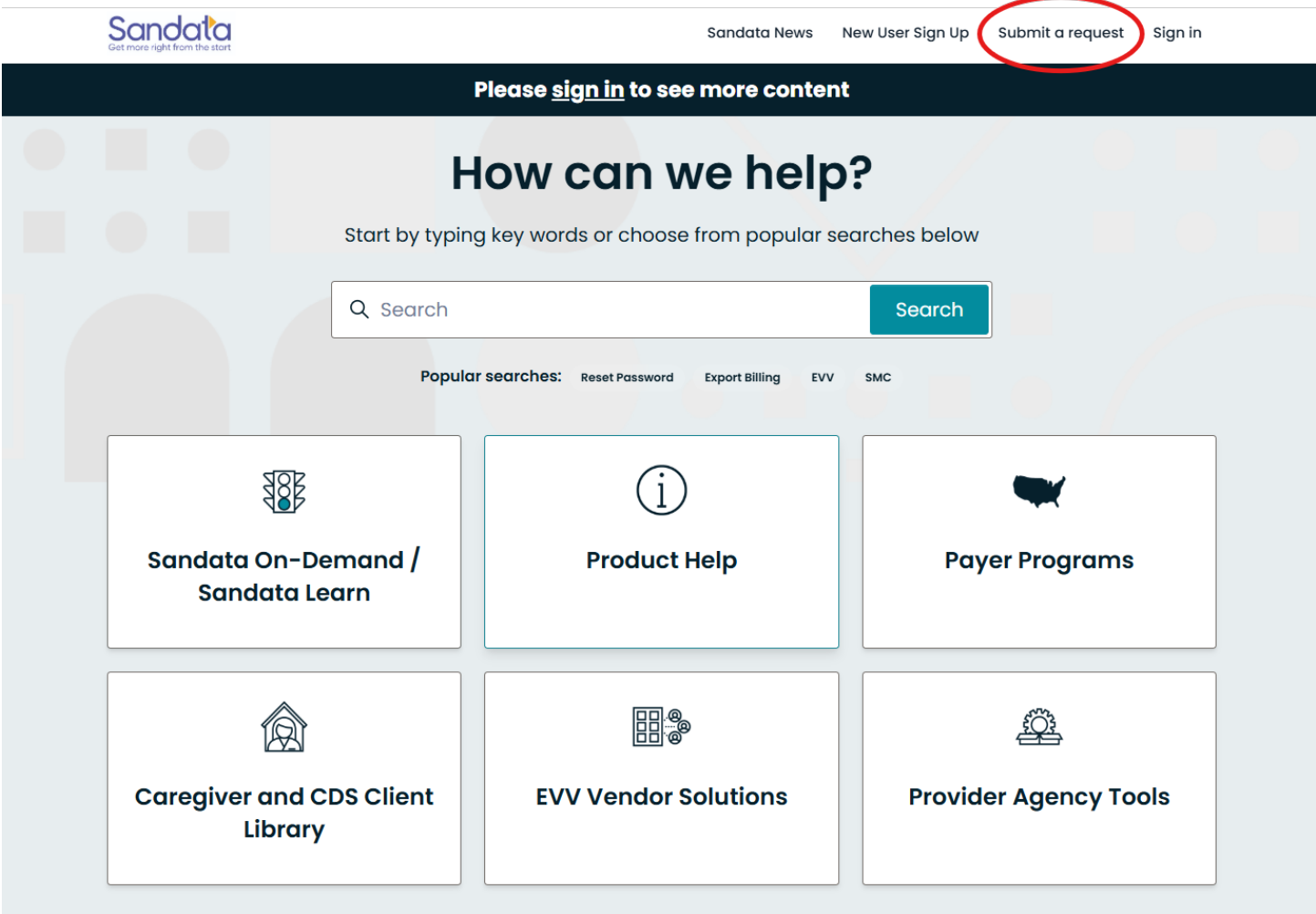


Sandata Ticket Requests

A Sandata Support Ticket is a formal request for assistance submitted to Sandata when you experience an issue, have a question, or need technical help with the CalEVV or Alternate (AltEVV) system.

A ticket will generate an automated email that ensures your request is tracked, assigned to the appropriate team, and resolved in a timely manner.

Best Practice is to add your state team to the email communication chain with Sandata to assist with the timely response and resolution.



Screenshot of the [Sandata OnDemand](#)¹ website

Ways to Create a Sandata Ticket Request



For CalEVV assistance, e-mail CACustomerCare@sandata.com



For CalEVV assistance, call 1-855-943-6070



Visit the Sandata OnDemand website to complete the [online support form](#)².

For Alt EVV assistance, email CAAltEVV@sandata.com

For AltEVV assistance, call 1-855-943-6069

For Alternate EVV providers, access the [CalEVV Alternate Vendor Resources](#)³ for more helpful information.



Who Can Submit Sandata Support Tickets?

Answer: Providers using CalEVV or an AltEVV system and Jurisdictional Entities.



Common Reasons to Create Support Tickets

- Switching from the free state-sponsored CalEVV system to an AltEVV system or vice versa.
- Provider Self-Registration and Support
- Managing Provider Identifiers
- Technical issues logging into the system
- Managing accurate visit data
- Reporting system errors, glitches, or outages
- Problems with NPI/Vendor ID setup or reassignment



For CalEVV videos and other training resources, visit the [CalEVV Training Library Archive](#)⁴.



Join us for our October Office Hours!



Thursday, October 16 | 11:00 am – 12:00 pm **Q&A Only**
[Register](#)

Friday, October 31 | 11:00 am – 12:00 pm **Q&A Only**
[Register](#)

SUBSCRIBE

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!

[DHCS CalEVV website](#)

¹[Sandata OnDemand website](#)

²[Sandata Zendesk - Online Support Form](#)

³[Alternate EVV Resources](#)

⁴[CalEVV Training Library Archive](#)

[CalEVV Portal Login](#)

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