

CalEVV Visit Maintenance Manual Entry



Forgot to Enter a Visit in CalEVV?

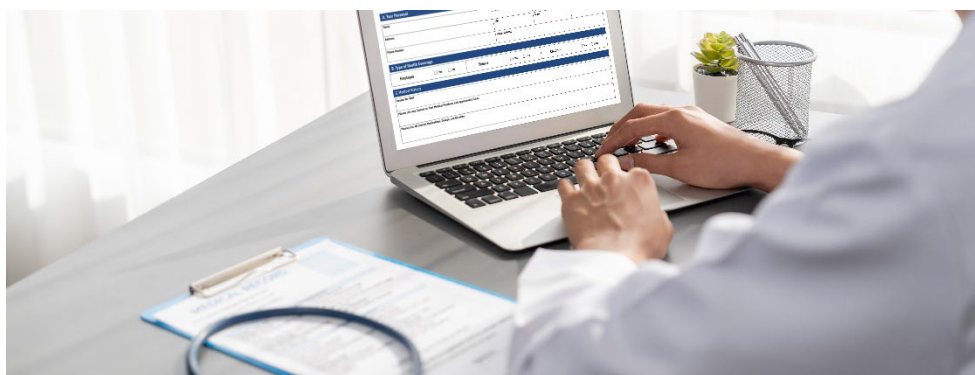
Don't stress! Here's how to fix it by doing visit maintenance in the CalEVV system:

1. **Login** to the CalEVV Portal.
2. Enter the **STX (agency)** number, **USERNAME**, and **PASSWORD**.
3. From the **VISIT MAINTENANCE** screen, click on **CREATE CALL**.
4. Use the **SEARCH** fields to locate the **CLIENT**.
5. Use the **SEARCH** fields to find the **EMPLOYEE** (caregiver who provided the service).
6. Set the **DATE**, **TIME**, **LOCATION**, and/or **SERVICE** for the visit.
7. Click **FINISH** and **OK** to save the changes.



Perform a search to confirm the manual visit was successfully added to the system. For more information and step-by-step instructions¹ on how to create a manual call, refer to the CalEVV Visit Maintenance: Manual Entry² training video or visit Sandata On-Demand³.

Providers must submit Cures compliant Electronic Visit Verification (EVV) visit data for services provided in the client's home, and therefore must capture all six (6) of the required data elements:



- ✓ Type of service performed
- ✓ Date of the service
- ✓ Time of service
- ✓ Location of service delivery
- ✓ Individual providing the service
- ✓ Individual receiving the service



When creating a visit manually, it will generate a 'Call Out' visit exception. Visit exceptions indicated by a red dot is an incomplete status. To resolve unauthorized visit exceptions, filter the visit by **Exception Type** and update the client record with the missing data element(s).

To learn more about **visit exceptions**, refer to the **CalEVV Visit Maintenance: Exceptions⁴** training video.

Note: The Aggregator is read-only. For providers who are using an Alternate EVV (AltEVV) system, please consult with your AltEVV vendor for more information.



Join us for our February Office Hours!

Friday, February 28 | 11 am - 12 pm

[Register](#)

Note: Our Office Hours are Q&A only and no longer include a presentation. Our EVV team can provide 1:1 assistance during this new Office Hours format.

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[Step-by-Step Instructions for Creating a Manual Call](#)

²[CalEVV Visit Maintenance: Manual Entry \[VIDEO\]](#)

³[Sandata On-Demand website](#)

⁴[CalEVV Visit Maintenance: Exceptions \[VIDEO\]](#)

Need Assistance?

For program policy questions, contact EVV@dhcs.ca.gov.

For CalEVV Customer Support, contact 1-855-943-6070 or CACustomerCare@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

Comments & Feedback: [CalEVV Feedback & Comment Form](#)