



*We heal and inspire the human spirit.*

**To:** EVV Impacted Providers, Individual Nurse Providers & CBAS  
**From:** IEHP – Provider Relations  
**Date:** October 9, 2025  
**Subject:** **DHCS Spotlight & EVV Office Hours – October 16 & 31**

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**Please note:** As of November 1, 2024, this will be a Q&A Session only (no presentation will be given).

Register to come if you have questions for the team and drop in at any time during the hour-long session. Our EVV team can provide 1:1 assistance during our new Office Hours format.

Thursday, October 16	Friday, October 31
11:00 AM – 12:00 PM	11:00 AM – 12:00 PM

#### **Assistive Services**

For individuals with disabilities, DHCS will provide free assistive devices, including language and sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic format. To request alternate format or language services, please write or email to:

EVV Assistance  
1501 Capitol Avenue  
P.O. Box 997413, MS 0000  
Sacramento, CA 95899-7413  
Email: [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov)

**Please note:** The range of assistive services available may be limited if requests are received less than ten working days prior to the meeting.

Please visit DHCS' [EVV webpage](https://dhcs.ca.gov): dhcs.ca.gov > search "EVV" or DDS' [EVV webpage](https://dds.ca.gov): dds.ca.gov > Services > EVV for more information.

Please email our team at [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov) any questions in advance to allow our team time to prepare responses and for possible live demonstrations.

## Need Help From Sandata?

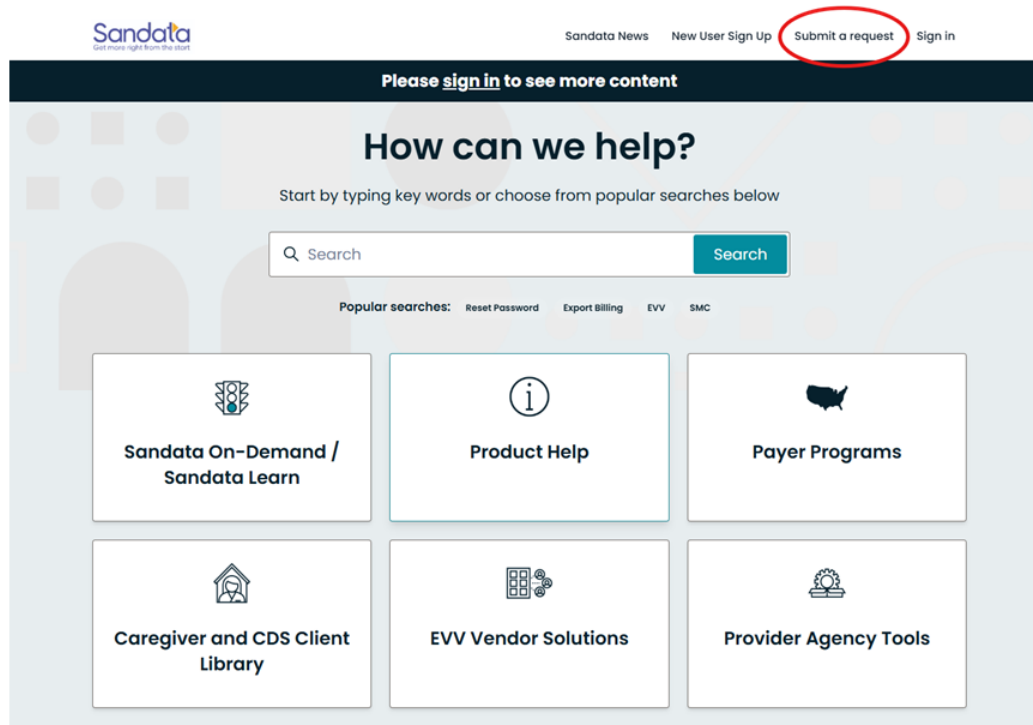
### Here Are Ways to Request Support

#### 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.



#### Ways to Create a Sandata Ticket Request



For CalEVV assistance, e-mail  
[CACustomerCare@sandata.com](mailto:CACustomerCare@sandata.com)

For Alt EVV assistance, email  
[CAAltEVV@sandata.com](mailto:CAAltEVV@sandata.com)



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

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



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

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

## **Need Help From Sandata?**

### **Here Are Ways to Request Support**



### **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

## **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.