



NEW Weekly CalEVV Drop-In Hours!

Beginning January 2026, the CalEVV team will be shifting our Office Hours to a drop-in model. To better support our providers, DHCS will now host weekly drop-ins to offer support and technical assistance for our providers and Jurisdictional Entities.

Participants may join at any time during this scheduled window every Friday at 1:30 – 2:30 PM | PST **(No registration is required).**

CalEVV Duplicate Entry Prevention: Avoiding the Creation of Duplicate Visits

New Compliance Update for CalEVV Users

On October 23, 2025, California Electronic Visit Verification (CalEVV) implemented system updates to improve compliance by alerting providers using the CalEVV system when a duplicate visit entry is detected. Read on to learn more.



What Are Duplicate Visits?

Visits are considered *duplicates* if they share all of the same seven (7) data elements:

- Provider ID
- Account Number
- Client ID
- Employee ID
- Type of service
- Begin Time
- End Time



New Feature in the CalEVV Portal

A message will appear in the CalEVV portal to prevent the creation of duplicate visit entries. This feature is designed to help improve compliance by ensuring providers submit Cures compliant visit data without duplications.

The system will display the following message: *“You are attempting to create a visit that already exists. Refer to Visit Maintenance, search by client and date to locate the existing record and edit that visit if needed.”*

The screenshot displays the 'Visit Details' form in the CalEVV portal. At the top, it shows 'Visit Key: 2154143406' and 'Visit From Date: 08/20/2025'. Below this is a table with headers: CLIENT NAME, CLIENT ID, MEDICAID ID, EMPLOYEE NAME, and EMPLOYEE ID. On the left side, there is a vertical menu with buttons for GENERAL, CLIENT, EMPLOYEE, AUTHORIZATIONS, CALL LOG, TASKS, EXCEPTIONS, GPS, MEMO, CLAIMS, and HISTORY. The 'GENERAL' button is currently selected. In the center of the form, a red-bordered box contains a pink error message: 'You are attempting to create a visit that already exists. Refer to Visit Maintenance, search by client and date to locate the existing record and edit that visit if needed.' Below the message is a blue 'OK' button. The rest of the form contains various input fields for scheduling and visit details, including 'SCHEDULE IN', 'SCHEDULE OUT', 'SCHEDULE HOURS', 'VISIT FROM DATE', 'VISIT TO DATE', 'VISIT TIME ZONE', 'VISIT STATUS', 'CALL IN', 'CALL OUT', 'CALL HOURS', 'UNITS', 'ADJUSTED IN DATE', 'ADJUSTED IN HH:MM AM/PM', 'ADJUSTED OUT DATE', 'ADJUSTED OUT HH:MM AM/PM', 'AGENCY ID', and 'AGENCY NAME'.

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](#)