

New Weekly CalEVV Drop-In Office Hours

The Department of Health Care Services' (DHCS) weekly CalEVV Drop-In Office Hours are held **Wednesdays at 10:00 AM**. No registration required.

Participants may join at any time during this dedicated hour to ask questions and request EVV assistance. For meeting access and dial-in details, please visit our [DHCS EVV website](#).

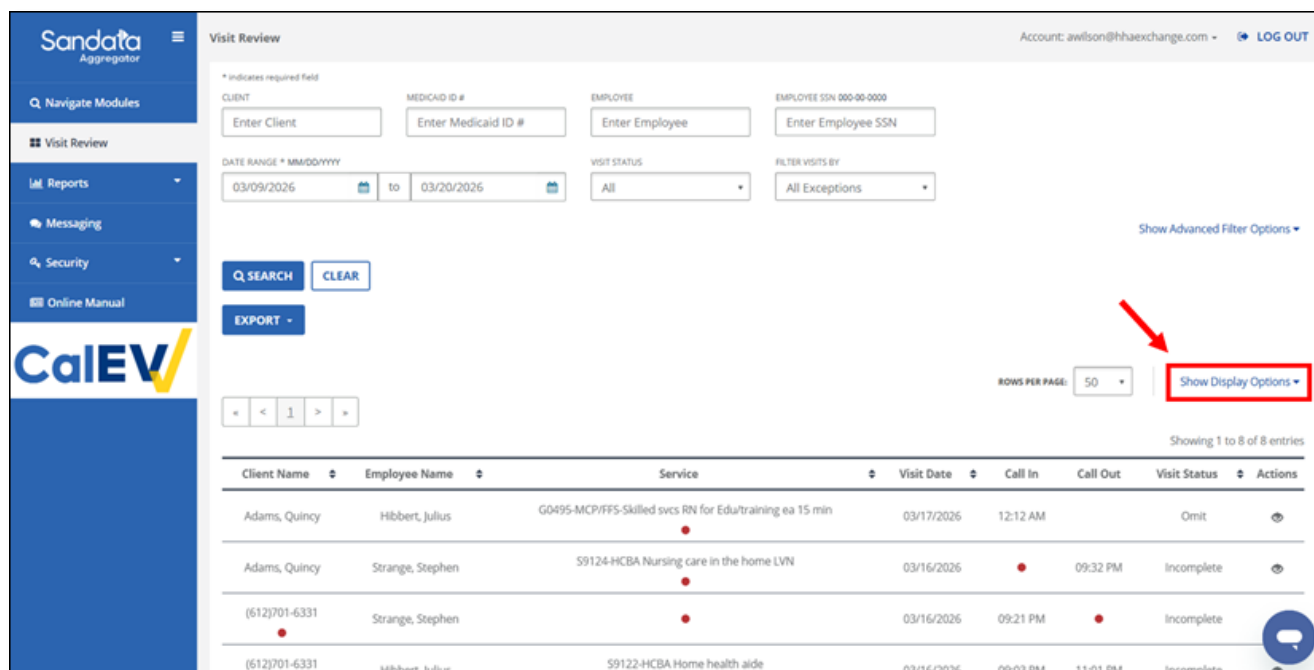
Aggregator Tool

Aggregator is a system that collects and stores all EVV data sent by providers through CalEVV and alternate EVV systems. The CalEVV Aggregator has a web-based (read-only) portal that enables providers using an alternate EVV system, Jurisdictional Entities (JEs), and state users to view and report on EVV visit data.

Identifying EVV Compliant Data in Aggregator for Providers

To identify EVV compliant data, login to [Aggregator](#) and follow the steps below:

1. Select **Visit Review**.
 - a. Date Range – insert range of dates in MM/DD/YYYY
 - b. Visit Status – select **All**
 - c. Filter Visits By – select **All Exceptions**



Sandata Aggregator

Account: awilson@hhaexchange.com • LOG OUT

Visit Review

* Indicates required field

CLIENT: Enter Client
 MEDICAID ID #: Enter Medicaid ID #
 EMPLOYEE: Enter Employee
 EMPLOYEE SSN: 000-00-0000 Enter Employee SSN

DATE RANGE: MM/DD/YYYY
 03/09/2026 to 03/20/2026
 VISIT STATUS: All
 FILTER VISITS BY: All Exceptions

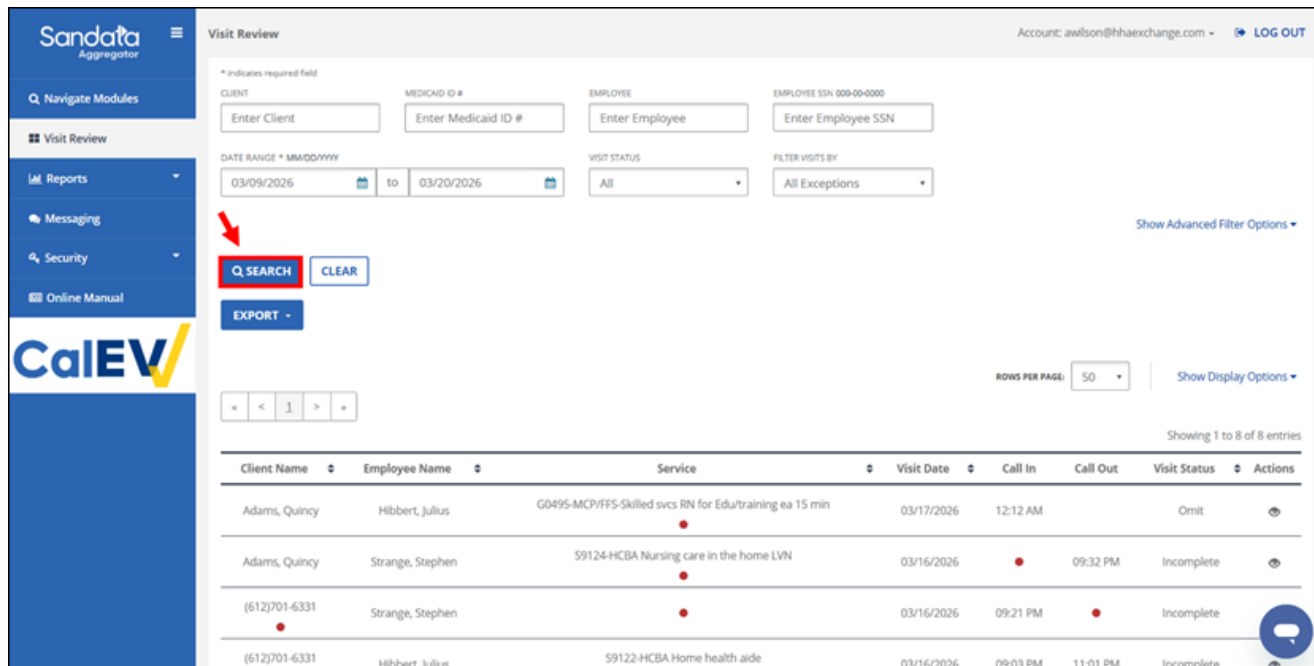
Q SEARCH CLEAR
 EXPORT

ROWS PER PAGE: 50 Show Display Options

Showing 1 to 8 of 8 entries

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Visit Status	Actions
Adams, Quincy	Hibbert, Julius	G0495-MCP/FFS-Skilled svcs RN for Edu/training ea 15 min	03/17/2026	12:12 AM		Omit	
Adams, Quincy	Strange, Stephen	S9124-HCBA Nursing care in the home LVN	03/16/2026		09:32 PM	Incomplete	
(612)701-6331	Strange, Stephen		03/16/2026	09:21 PM		Incomplete	
(612)701-6331	Hibbert, Julius	S9122-HCBA Home health aide	03/16/2026	09:03 PM	11:01 PM	Incomplete	

2. Click Search to view visit data



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 EMPLOYEE SSN 000-00-0000: Enter Employee SSN

DATE RANGE * MM/DD/YYYY: 03/09/2026 to 03/20/2026
 VISIT STATUS: All
 FILTER VISITS BY: All Exceptions

SEARCH **CLEAR**
EXPORT

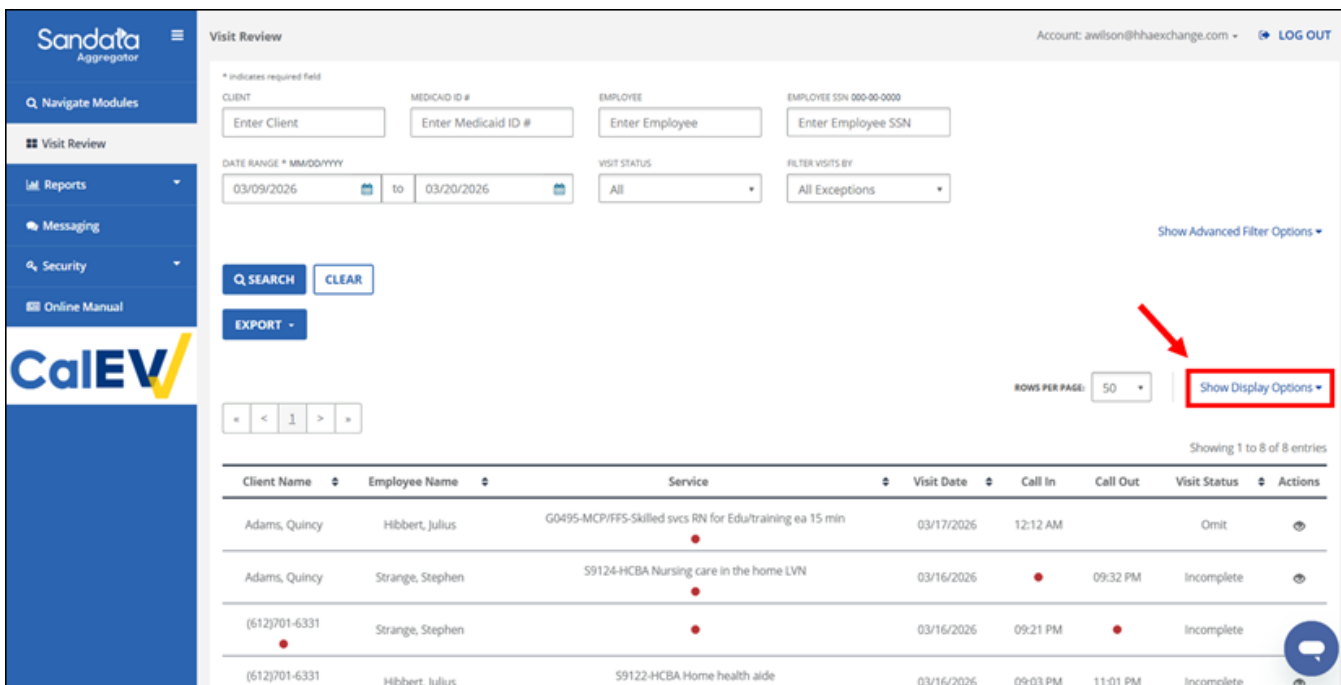
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3. Click **Show Display Options** dropdown and select only the following EVV data elements:

- Client Name
- Employee Name
- Service
- Visit Date
- Call In
- Call Out
- Visit Status



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Visit Review

* Indicates required field

CLIENT: Enter Client
 MEDICAID ID #: Enter Medicaid ID #
 EMPLOYEE: Enter Employee
 EMPLOYEE SSN 000-00-0000: Enter Employee SSN

DATE RANGE * MM/DD/YYYY: 03/09/2026 to 03/20/2026
 VISIT STATUS: All
 FILTER VISITS BY: All Exceptions

SEARCH **CLEAR**
EXPORT

ROWS PER PAGE: 50

Show Display Options

Showing 1 to 8 of 8 entries

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☐ Adjusted Hours
☐ Adjusted In
☐ Adjusted Out
☐ Agency
☐ Bill Hours
☐ Call Hours
☒ Call In
☒ Call Out
☐ Claims Verification Status
☐ Client ID
☐ Client Medicaid ID
☒ Client Name
☐ Client Primary Phone Number

☐ Client Verified
☐ Do Not Bill
☐ Employee Contact Phone Number
☐ Employee ID
☒ Employee Name
☐ Group Visit Code
☐ In/ Out Call Location
☐ Jurisdiction Description
☐ Jurisdiction ID
☐ Memo
☐ Pay Hours
☐ Payer
☐ Program

☐ Santrax ID
☐ Scheduled Hrs
☐ Scheduled Time In
☐ Scheduled Time Out
☒ Service
☐ Supervisor
☐ Tasks
☐ Units
☒ Visit Date
☐ Visit Received
☒ Visit Status
☐ Visit Time Zone

ROWS PER PAGE: 50

Hide Display Options

4. CalEVV users should resolve all visit exceptions indicated by a **red dot (•)**. Providers using an alternate EVV system should work back with their vendor to identify and resolve visit exceptions.

Sandata Aggregator

Q Navigate Modules

Visit Review

Reports

Messaging

Security

Online Manual

Visit Review

Account: awilson@hhaexchange.com LOG OUT

* Indicates required field

CLIENT

Enter Client

MEDICAID ID #

Enter Medicaid ID #

EMPLOYEE

Enter Employee

EMPLOYEE SSN 000-00-0000

Enter Employee SSN

DATE RANGE * MM/DD/YYYY

03/09/2026 to 03/20/2026

VISIT STATUS

All

FILTER VISITS BY

All Exceptions

Show Advanced Filter Options

Q SEARCH

CLEAR

EXPORT

ROWS PER PAGE: 50

Show Display Options

Showing 1 to 8 of 8 entries

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Reviewing EVV records regularly can help identify incomplete visit records early, providing an opportunity to address any needed follow-up or corrections in a timely manner.

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](#)