CalEVV SPOTLIGHT November 2026
CALIFORNIA ELECTRONIC VISIT VERIFICATION (CalEVV)

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.

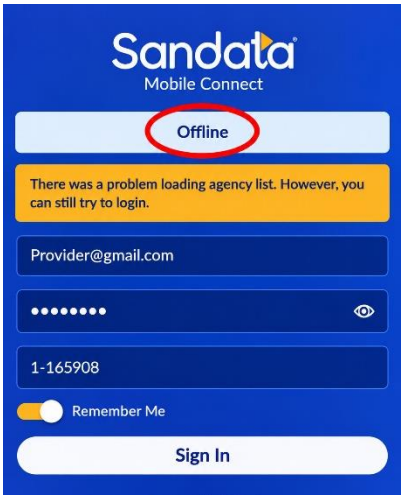
Sandata Mobile Connect

The Sandata Mobile Connect (SMC) application allows caregivers to capture EVV visit information even when Wi-Fi or cellular service is unavailable.

Whether providing services in areas with limited connectivity or experiencing temporary loss of internet access, caregivers can continue capturing visits using *Offline Mode*. When internet connectivity is restored, visit information captured offline can be transmitted to the EVV system.

SMC Offline Mode for CalEVV Users

For CalEVV system users, caregivers must log in to SMC at least once with an internet connection before using Offline Mode.



1. **Log into SMC:** Access the offline mode when internet service is unavailable.

2. **Start a Visit:** Tap the menu icon on the top left and select *Clients* > *Start Unknown Visit*.

3. **Insert Client Information:** Enter the client's *First and Last Name* > select *Start Visit*.

4. **Select a Service:** Select the appropriate service, then select **Continue**.

5. **Select the Location:** Choose between *Home* or *Community* **>** *Continue*.

6. **Confirm the Visit:** Select *YES* to start the visit.

Steps On How To End Visits In Offline Mode:

1. **To End Offline Mode:** Log back into SMC application once internet service is restored. Locate the appropriate visit and select *Visit in Progress*.

2. **Complete the Visit:** When prompted, click *Complete Visit* once all required visit information has been captured. The application will
then automatically transmit saved visits to the CalEVV system and Aggregator.

Do not enter visit notes in SMC. Please defer to your provider on where to document visit notes.

Pro Tip: *Be sure to verify that saved visits have been successfully transmitted once reconnected. To confirm, visits will appear under Past Visits and in the CalEVV Portal.*

3. **Select the Location:** Choose between *Home* or *Community* > *Continue*.

4. **Confirm to End Visit:** When prompted, click *Confirm* to end the visit.

Important Reminders:

- ✓ Client searches and certain features are unavailable offline. Offline Mode only allows you to:
  - Complete visits already *In Progress*.
  - Start an *Unknown Visit*.
  - Start a scheduled visit that was previously loaded to the *Upcoming* tab before the loss of internet connectivity.
- ✓ Always be sure to review visit records for accuracy and completeness

SMC Offline Mode for Alternate EVV Users

Providers using an Alternate (Alt) EVV system should work directly with their system vendor for guidance on transmitting data to Aggregator, including recording and correcting visit information, or other system inquiries. For additional support, contact the Sandata AltEVV Customer Support Team at (855) 943-6069 or CAAltEVV@sandata.com.

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