



Program and Aggregator Training for Providers Using an Alternate System



Housekeeping



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and Zoom's live closed captioning is active.



This meeting is being recorded.



Materials will be available online.



Submit written comment via email to: EVV@dds.ca.gov.

Zoom Tips

Participants: Please use "Q&A" for questions or comments. You may use the Raise Hand feature during the Q&A session.

- Chat is available for everyone.
- Click on "React" to participate in real time.
- Features will vary based on the version of Zoom and device you are using.
- Some Zoom features are not available for telephone-only participants.

Agenda

- Welcome
- Program Overview
- System Overview
- Self-Registration for Providers using an Alternate System
- Alternate System Certification
- Aggregator Overview
- Aggregator Training
- End of the Day Wrap Up



Program Overview



EVV Background

- The 21st Century Cures Act established Electronic Visit Verification (EVV) as a requirement.
- The Cures Act defines EVV as a computer-based system that electronically verifies when personal care and home health care services occur in-home.
- All states are required to implement EVV or will be subject to federal penalties.
- EVV was put into place to ensure that personal care and home health care services are delivered to people needing those services; preventing fraud, waste and abuse in the home and community-based service delivery system.

EVV Overview

The 21st Century Cures Act requires that EVV systems verify six data points each time the service is provided



Individual receiving the service



Individual providing the service



Type of service performed



Location of service delivery



Date of service



Time service begins and ends

EVV Caregiver Responsibilities

Caregivers: Defined as direct staff responsible for capturing all six (6) EVV data elements at the time they provide the service to the individual.

Live-in Caregiver Exemption: Defined as staff who regularly remains in the individual's home for more than 24 hours at a time.

- If providers feel they qualify, or have staff that qualify for this exemption, they should follow their department's direction on how to verify this status.
- See department resources at the end of this presentation.

EVV Provider Responsibilities

Provider/Provider Agency: Provider is defined as the employer of the care staff providing the direct services. A provider can also be an independent provider, in which case they are their own employer of record. Provider agencies contract with local jurisdictional entities or fiscal intermediaries and others to provide services to individuals/clients/beneficiaries/participants.

- Determine if EVV applies to their services
 - Provider Types and Codes Document
- Determine if staff are exempt
 - Live-in Caregiver eligibility
- Select which EVV system will be used
 - **CalEVV-** the system purchased by the state for providers to use free of cost
 - **Alternate EVV System-** providers currently using an electronic timekeeping or case management system may select to use their existing system if it is compatible with the California system.
- Ensuring EVV data is accurate and that complete, compliant data is being sent to the state.

EVV Provider Responsibilities

Provider/Provider Agency Using an Alternate System (AltEVV): Defined as a provider that is using a certified third-party system to capture EVV data.

- Determine if Alternate System is compatible and complies with EVV requirements. Ensure Alternate System Vendor completes testing and certification.
- Capture and manage visit information.
- Ensure EVV data is being sent and received by the State within the state provided Aggregator.

EVV JE Responsibilities

Jurisdictional Entities (JEs): Defined as local organizations that authorize and/or pay providers/provider agencies for services as well as provide oversight of service delivery

- Home and Community-Based Alternatives (HCBA) Waiver Agencies
- Managed Care Plans (MCP)
- California Children's Services (CCS) Counties
- Department of Health Care Services (DHCS)
- Regional Centers (RC)
- Multipurpose Senior Services Program (MSSP) Sites
- Medi-Cal Waiver Program (MCWP) Agencies

EVV MCP Payer Responsibilities

Medi-Cal Managed Care Health Plan All Plan Letter 22-014

- Monitor providers for compliance with the EVV requirements and CalEVV Information Notice(s), and alert DHCS to any compliance issues.
- Supply providers with technical assistance and training on EVV compliance.
- Require providers to comply with an approved corrective action plan.
- Deny payment if the provider is not complying with EVV requirements and arrange for the participants to receive services from a provider who does comply.

EVV CCS/HCBA Payer Responsibilities

California Children Services EVV Numbered Letter 02-0623

HCBA Policy Letter #23-005 - CalEVV Implementation

- Ensure providers are capturing all six (6) mandatory data elements via the Aggregator and Business Intelligence (BI) tool, also known as DOMO.
- Provide technical assistance on program compliance based on reports generated through the Aggregator and BI tools.
- Alert DHCS if the CCS county program becomes aware of the impacted CCS providers not being enrolled in EVV or are not submitting the mandatory data elements.
- Disseminate state communications to all impacted EVV providers to ensure information is received.

EVV Regional Center Responsibilities

- Ensure all providers, including those newly vendored, who are required to comply with EVV have completed self-registration.
 - Exempt providers, not required to comply with EVV, will need to verify with their RC. RC will need to relay that information to DDS.
- Direct providers to the DDS EVV webpage for help with any onboarding activities and questions.
- Work with DDS to ensure providers are compliant with EVV requirements in accordance with any requests and directives from DDS on-going.

California Department of Public Health Responsibilities

CDPH, Office of AIDS administers MCWP (Medi-Cal Waiver Program) to people living with HIV. MCWP offers the following services:

Personal Care Services (PCS):

- Services of home health/hospice aide in home health or hospice settings (G0156)
- Homemaker service (S5130)

Home Health Care Services (HHCS):

- Direct skilled nursing services of a registered nurse (RN) in the home health or hospice setting (G0299)
- Direct skilled nursing services of a licensed practical nurse (LPN) in the home health or hospice setting (G0300)

California Department of Aging Responsibilities

Offers the following EVV-impacted programs for older and disabled adults:

- 1. Community-Based Adult Services (CBAS)**

- Managed Care Plans (MCPs) serve as JEs

- 2. Multipurpose Senior Services Program (MSSP)**

- 37 MSSP Sites serve as JEs

EVV MSSP Site Responsibilities

Additional Guidance for MSSP Site JEs

Form STD 213 - CDA Standard Agreement (MSSP contract): Exhibit D

ARTICLE 1F. ELECTRONIC VISIT VERIFICATION (EVV)

Contractors shall ensure all subcontractors comply with EVV requirements pursuant to federal and state law. The Contractor will provide EVV program monitoring, subcontractor training, ongoing subcontractor technical support, assistance with subcontractor compliance enforcement, and perform follow-up. Contractor will incorporate EVV requirements as part of their respective agreements involving applicable MSSP subcontractors. Updated guidance may be obtained through DHCS, the state department overseeing EVV implementation.

EVV Responsibilities – The State

The State: Responsible to implement and maintain an EVV system to meet the goal of mitigating fraud, waste, and abuse in alignment with the 21st Century Cures Act.

- Department of Health Care Services (DHCS)
- Department of Developmental Services (DDS)
- California Department of Aging (CDA)
- California Department of Public Health (CDPH)
- California Department of Social Services (CDSS)*

CMIPS vs CalEVV

California Department of Social Services (CDSS)*

Why: CDSS already had an existing system, Case Management Information and Payrolling System (CMIPS), that had the capability to capture Cure's compliant EVV visit data. DHCS, DDS, CDA, and CDPH did not and had to procure a system, CalEVV.

Individual Waiver Personal Care Services (WPCS) providers and In-Home Supportive Services (IHSS) Providers who receive payment directly from the state will **NOT** submit EVV data using CalEVV.

- For IHSS EVV requirements, guidance or inquiries please visit the CDSS EVV website.

State Statute For EVV Compliance

Welfare and Institutions Code (WIC) - 14043.51

If the department determines a provider has failed to comply with the established requirements, the department and its partners, as may be appropriate under the circumstances, may take any of the following action to address the noncompliance of the provider:

- Provide technical assistance on compliance
- Require an approved corrective action plan
- Recover associated overpayments
- Impose enrollment or monetary sanctions
- Take any other remedial action, as deemed appropriate

Federal Reporting

Each quarter, the state reports EVV data to Centers for Medicare & Medicaid Services (CMS).

- CMS reporting began January 2021.

Report on 5 metrics, 2 are directly related to provider compliance with the 21st Century Cures Act.

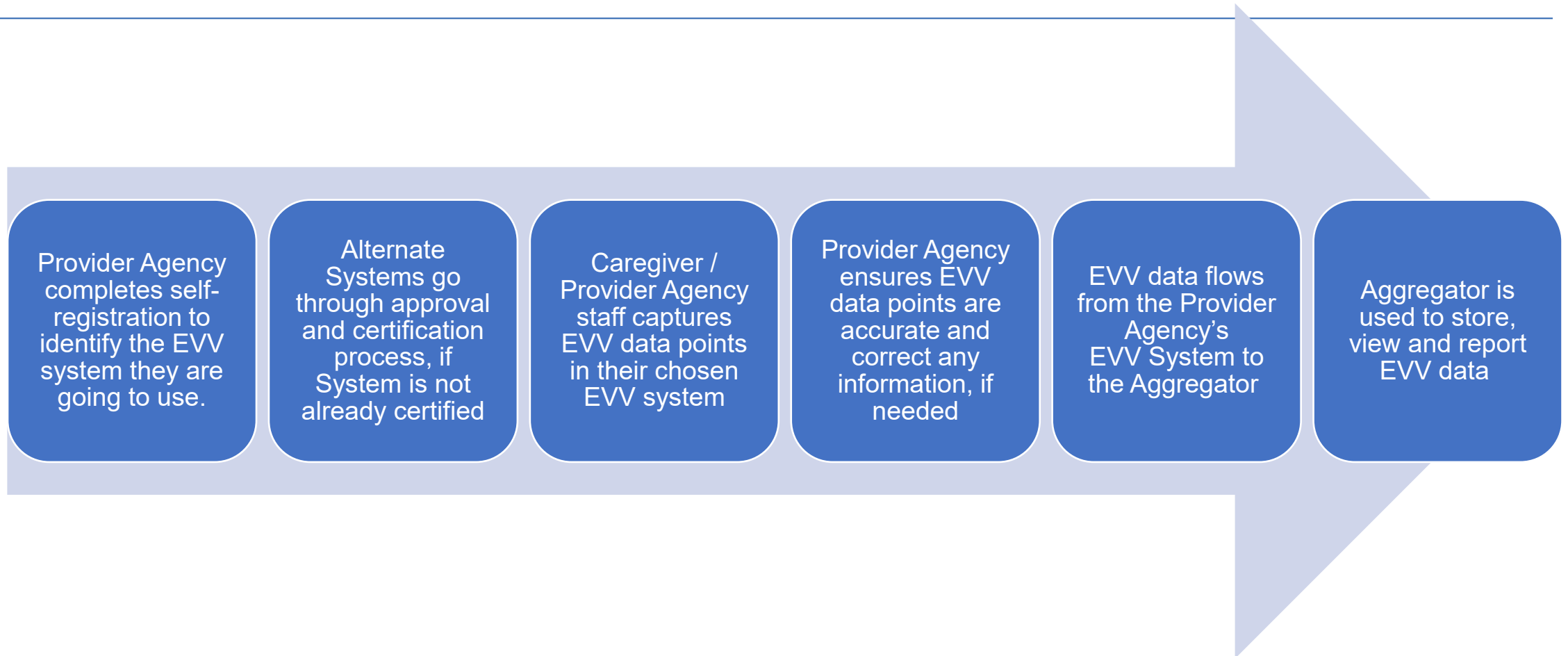
- **Metric 1:** The number and percent of federal claims for services that have matching EVV visit data.
- **Metric 3:** The number and percent of EVV visits that were captured accurately at the time services were delivered.



System Overview



EVV Data Flow





Self-Registration for Providers Using an Alternate System



Self-Registering as a Provider Using an Alternate System

California Provider Self-Registration Portal

Home

Help

Additional Information

Providers have the option to use CalEVV (the free of cost state supplied EVV system) or an alternate EVV system of your choosing which meet state requirements.

Providers using the CalEVV system will have access to training on how to use the system including how to enter data into the system, how caregiving staff record EVV visit information and how to assure the EVV visit information is accurate.

Providers wishing to use an alternate EVV system, please select "NO" and specify the Software Vendor who will be collecting and transmitting your visit data.

WILL YOUR AGENCY BE USING CALEVV TO ELECTRONICALLY COLLECT VISIT DATA?

☐ YES

☒ NO

☐ UNKNOWN

What system will you be using to electronically collect visit data?

enter software vendor and product name here

The system you will be using to electronically collect visit data is required.

SUBMIT

CDSS
CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

OTSI

CDPH
California Department of
Public Health

HCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

California
Department
of AGING

DDS
Department of
Developmental
Services

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Registering as a Provider Using an Alternate System

California Provider Self-Registration Portal

Home

Help

who will be collecting and transmitting your visit data.

WILL YOUR AGENCY BE USING CALEVV TO ELECTRONICALLY COLLECT VISIT DATA?

☐ YES ☒ NO ☐ UNKNOWN

What system will you be using to electronically collect visit data?

Maximum Characters Allowed: 100 1/100

Please provide as much information as possible about the vendor you are working with to provide this data.

Vendor Contact Name	Vendor Contact Email
	jDoe@example.com
Vendor Contact Phone	
###-###-####	

SUBMIT

Registering as a Provider Using an Alternate System

✓ SUCCESS!

I've successfully completed my registration – now what?

Your registration has been received, and your assigned CalEVV identifier is 104137. You will need your assigned CalEVV identifier to register for EVV training and other activities.

A confirmation email with the CalEVV identifier was sent to the Provider Agency Administrator's email address.

If you are a provider agency who will be using the state-supplied CalEVV solution, information about training will be coming to you from Sandata or your state department. Please also look out for additional communication from Sandata and CalEVV on next steps.

If you are a provider agency using an Alternate EVV system, Sandata will contact your Alternate EVV system vendor to establish the data interface.

Sandata will notify you when your Alternate EVV system has received credentials. At that time, you will receive a link for EVV Aggregator training for you and your staff, and you can begin sending EVV data through your Alternate EVV system.

We look forward to working with you.

Alternate Systems

A third-party Alternate EVV System must accurately capture, verify and submit all six required Cures-Act data elements on behalf of the provider.

The systems specifications:

- Accurate location capture at the time services are delivered.
- Caregiver and client records that can be sent to the Aggregator.
- Ability to edit visits to ensure they align with billing and the services provided.

Provider Self-Registration Responsibilities

Role as a provider using an Alternate System:

- Complete Provider self-registration.
- Enter all required fields including Alternate System contact information.
- Coordinate with Alternate System to ensure testing and credentialing are completed.

What to expect:

- You will receive an email once production credentials are generated.
- Notification will include Aggregator training and Provider Agency Credentials for Aggregator access.

Alternate EVV System Onboarding Responsibilities

If the Alternate System is new:

- Log in to the vendor portal with the instructions provided by Sandata to obtain state certification
- Complete testing in the Vendor Portal under the 'Conduct and Review Testing' tab.
- Once all testing scenarios are passed, credentials will become available in the 'Prod Creds' tab.

If the system is already certified:

- Provider & Alternate System will receive communication advising production credentials are ready.



Aggregator Overview



Aggregator Overview

This section offers an overview of the Aggregator for providers using an Alternate system. We'll focus on how to view visit data, view visit exceptions, and ensure visits are properly verified for successful claims matching. The Aggregator serves as the source of truth for state reporting. Visits should be in a verified status within the Aggregator.

Who should take this training?

- Providers using an Alternate system who need to:
- Understand how the CalEVV Aggregator displays EVV data.
- Monitor visit status.

Aggregator and AltEVV Providers

Question: I am a provider who uses an Alternate system (third-party system to capture EVV visits). Do I need to log in to the Aggregator to view my visits?

Answer: Yes! If you are a provider using an Alternate system, you must log in to the Aggregator account to view your visit data. The Aggregator is the source of truth used for state reporting. It's important to ensure that the data sent from your Alternate System is showing correctly in the Aggregator and that visits are in a verified status for compliance.

Question: If I am using an Alternate system and need to update visits in the Aggregator, where do I make these changes?

Answer: Make updates to your visits in your Alternate system. The Aggregator is read-only; therefore, any changes must be updated in your Alternate System and then resent to the Aggregator.

Aggregator System Objectives

By the end of this section, you will be able to:

- Navigate *Visit Review* within the Aggregator to review past visit information and monitor visit compliance.

What is an Exception?

An **exception** occurs when one, or more, of the required EVV elements is missing or incorrect, such as:

- Client ID
- Employee ID
- Service
- Date
- Start and End time of service
- Location*

Visit Exceptions

- Exceptions are marked by a red dot.
- Visits with exceptions will have an **Incomplete** visit status.

ROWS PER PAGE: 10 [Show Display Options](#)

« < 1 > » [Show Legend](#) Showing 1 to 7 of 7 entries

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Visit Status	Group Visit Code	Units	Actions
Quinn, Edward	Adams, April	5.1 Respite In-Home Hourly	02/08/2022	●	02:47 PM		Incomplete			
●	Adams, April	RC In-Home Respite Worker 864	02/08/2022	02:44 PM	●		Incomplete			
Franco, Mary	Fernandez, Emily	●	02/04/2022	09:09 AM	11:09 AM	02:00	Incomplete		1	
(323)801-8303 ●	Reyes, Ryan	●	02/03/2022	02:16 PM	02:18 PM	00:02	Incomplete		1	
(323)801-8303 ●	000123456 ●	●	02/03/2022	●	02:15 PM		Incomplete			
Jackson, Emily	Kent, Jackie	●	02/03/2022	11:31 AM	02:38 PM	03:07	Incomplete		1	
Grant, Angela	●	MCWP Homemaker Services	02/03/2022	09:42 AM			Incomplete		16	

Visit Statuses

Status	Description
Verified	A visit that contains all required EVV elements.
Incomplete	A visit has missing elements.
Processed	Indicates a matching federal claim has been found.

Provider Responsibilities

Visits with exceptions must be reviewed and corrected in the alternate system before they can be considered **verified**.

Administrators or office staff are responsible for:

- Editing and resolving missing or incorrect visit details in alternate system.
- Ensuring vendor has submitted new visit information to the Sandata Aggregator.





* indicates required field

AGENCY

STX

USERNAME *

awilson@hhaexchange.com

PASSWORD *

☐ REMEMBER ME

LOGIN

FORGOT PASSWORD?

[Privacy Policy](#)

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Usage Agreement: You are accessing this information system using your unique credentials, and the sharing of credentials is strictly prohibited. Use of this information system indicates consent and acknowledgement that your activity may be monitored, recorded and subject to audit. Unauthorized use of this information system is prohibited and subject to criminal and civil penalties.

Step 1: Select a Date Range

1. Navigate to **CalEVV Portal > Visit Review**.
2. Select a **Date Range**.

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: 02/06/2026 to 02/06/2026

VISIT STATUS: All

FILTER VISITS BY: All Exceptions

Show Advanced Filter Options

[SEARCH](#) [CLEAR](#)

Step 3: Review Visit Information

Click **Search** > Look for **Client Name** and **Employee Name**, **Service**, **Visit Date**, **Call In / Call Out**, and **Visit Status**.

Sandata Aggregator

Account: awilson@hhaexchange.com [LOG OUT](#)

* indicates required field

CLIENT: Enter Client
MEDICAID ID #: Enter Medicaid ID #
EMPLOYEE: Enter Employee
EMPLOYEE SSN: 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

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	

Managing Provider Identifiers

- Provider agencies are responsible for managing and updating the provider identifiers within their Sandata Aggregator account.
- The provider identifier is required to ensure the CalEVV account(s) accurately reflect applicable JE to whom that provider bills and/or receives service authorizations from.



Sandata
Aggregator

☰

Q Navigate Modules

Visit Review

Reports

Security

Online Manual

CalEV

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

05/20/2026

to

05/20/2026

VISIT STATUS

All

FILTER VISITS BY

All Exceptions

Show Advanced Filter Options

Q SEARCH

CLEAR

Sandata
EVV

Navigate Modules

Visit Maintenance

Reports

Data Entry

Scheduling

Bulk Upload

Security

Manage Users

Manage User Roles

Manage Provider Identifiers

Change Password

Messaging

Online Manual

CalEV

Provider Identifiers

CREATE IDENTIFIER

ROWS PER PAGE: 10

Showing 1 to 10 of 21 entries

Payer	Jurisdiction	Identifier Type	Identifier	Actions
CAHHA	Partnership Health Plan of California	NPI	1111111142	 
CAHCBA	Partners in Care	NPI	2333422222	 
CAMSSP	Cal-Optima	NPI	5566337788	 
CAHCBA	Libertana Home Health	NPI	5656565666	 
CACBAS	Aetna Better Health of California	NPI	6677754434	 
CADD5	Inland Regional Center	VendorID	A11221	 
CADD5	North Los Angeles County Regional Center	VendorID	A12345	 
CADD5	Far Northern Regional Center	VendorID	AA3333	 
CADD5	Eastern Los Angeles Regional Center	VendorID	AH1234	 
CADD5	Harbor Regional Center	VendorID	AH4321	 

Showing 1 to 10 of 21 entries

Hi. Need any help?

Step 1: Navigate to Manage Provider Identifier Module

Click **Security** > Select **Manager Provider Identifiers** > Enter **Agency Name**

Sandata Aggregator

Security / **Provider Identifiers** Account: jvadmin33092@sandata.com LOG OUT

Provider Identifiers CREATE IDENTIFIER

* Indicates required field

ACCOUNT*
Sandata CA Trainer Agency 1 - 165908

ROWS PER PAGE: 10

« < 1 2 > »

Showing 1 to 10 of 20 entries

Payer	Jurisdiction	Identifier Type	Identifier	Actions
CAHHA	Partnership Health Plan of California	NPI	111111112	✎ 🗑
CAHHA	Partnership Health Plan of California	NPI	111111123	✎ 🗑
CAMSSP	Cal-Optima	NPI	5566337788	✎ 🗑
CADDs	Inland Regional Center	VendorID	A11221	✎ 🗑
CADDs	North Los Angeles County Regional Center	VendorID	A12345	✎ 🗑
CADDs	Far Northern Regional Center	VendorID	AA3333	✎ 🗑
CADDs	Far Northern Regional Center	VendorID	AA7658	✎ 🗑
CADDs	Eastern Los Angeles Regional Center	VendorID	AH1234	✎ 🗑
CADDs	Harbor Regional Center	VendorID	AH4321	✎ 🗑
CADDs	South Central Los Angeles Regional Center	VendorID	AS4638	✎ 🗑

« < 1 2 > »

Showing 1 to 10 of 20 entries

Step 2: Edit or Delete Manage Provider Identifiers

Click the **Pencil icon**  to edit or the **Trash icon**  to delete.

Sandata
Aggregator

Navigate Modules

Visit Review

Reports

Authorizations

Messaging

Security

Manage Users

Manage User Roles

Manage Access Groups

Manage Provider Identifiers

Change Password

Online Manual

CalEV

Security / Provider Identifiers

Account: jvadmin33092@sandata.com LOG OUT

Provider Identifiers

CREATE IDENTIFIER

* Indicates required field

ACCOUNT *
Sandata CA Trainer Agency 1 - 165908

ROWS PER PAGE: 10

Showing 1 to 10 of 20 entries

Payer	Jurisdiction	Identifier Type	Identifier	Actions
CAHHA	Partnership Health Plan of California	NPI	1111111112	 
CAHHA	Partnership Health Plan of California	NPI	1111111123	 
CAMSSP	Cal-Optima	NPI	5566337788	 
CADDs	Inland Regional Center	VendorID	A11221	 
CADDs	North Los Angeles County Regional Center	VendorID	A12345	 
CADDs	Far Northern Regional Center	VendorID	AA3333	 
CADDs	Far Northern Regional Center	VendorID	AA7658	 
CADDs	Eastern Los Angeles Regional Center	VendorID	AH1234	 
CADDs	Harbor Regional Center	VendorID	AH4321	 
CADDs	South Central Los Angeles Regional Center	VendorID	AS4638	 

Showing 1 to 10 of 20 entries

Step 3: Update Provider Identifier

Using the **Pencil Icon**, edit the **NPI** or **Vendor ID Number** > Click **UPDATE** to save.

The screenshot displays the Sandata Aggregator interface. On the left is a navigation sidebar with options like 'Navigate Modules', 'Visit Review', 'Reports', 'Authorizations', 'Messaging', 'Security', 'Manage Users', 'Manage User Roles', 'Manage Access Groups', 'Manage Provider Identifiers', 'Change Password', and 'Online Manual'. The main content area is titled 'Security / Provider Identifiers'. It features a 'Provider Identifiers' section with a table listing various payers and jurisdictions. A modal window titled 'Edit Identifier' is open, showing a warning: 'WARNING! You are editing a Provider Identifier used in billing. Are you sure you want to continue?'. The modal contains fields for 'PAYER *' (CAHHA), 'JURISDICTION *' (Partnership Health Plan of California), 'IDENTIFIER TYPE *' (NPI), and 'IDENTIFIER *' (111111112). At the bottom of the modal are 'CANCEL' and 'UPDATE' buttons. The background table shows a list of provider identifiers with columns for Payer, Jurisdiction, Identifier, and Actions. The table is currently showing 10 entries out of 20.

Payer	Jurisdiction	Identifier	Actions
CAHHA	Partnership Health Plan of California	111111112	[Pencil Icon] [Trash Icon]
CAHHA	Partnership Health Plan of California	111111123	[Pencil Icon] [Trash Icon]
CAMSSP	Cal-Optima	5566337788	[Pencil Icon] [Trash Icon]
CADDS	Inland Regional Center	A11221	[Pencil Icon] [Trash Icon]
CADDS	North Los Angeles County Regional Center	A12345	[Pencil Icon] [Trash Icon]
CADDS	Far Northern Regional Center	AA3333	[Pencil Icon] [Trash Icon]
CADDS	Far Northern Regional Center	AA7658	[Pencil Icon] [Trash Icon]
CADDS	Eastern Los Angeles Regional Center	AH1234	[Pencil Icon] [Trash Icon]
CADDS	Harbor Regional Center	AH4321	[Pencil Icon] [Trash Icon]
CADDS	South Central Los Angeles Regional Center	AS4638	[Pencil Icon] [Trash Icon]

Creating a New Provider Identifier

Click **Create Identifier**.

Sandata Aggregator

Security / **Provider Identifiers**

Account: jvadmin33092@sandata.com LOG OUT

CREATE IDENTIFIER

* Indicates required field

ACCOUNT *
Sandata CA Trainer Agency 1 - 165908

ROWS PER PAGE: 10

Showing 1 to 10 of 20 entries

Payer	Jurisdiction	Identifier Type	Identifier	Actions
CAHHA	Partnership Health Plan of California	NPI	111111112	
CAHHA	Partnership Health Plan of California	NPI	111111123	
CAMSSP	Cal-Optima	NPI	556637788	
CADDs	Inland Regional Center	VendorID	A11221	
CADDs	North Los Angeles County Regional Center	VendorID	A12345	
CADDs	Far Northern Regional Center	VendorID	AA3333	
CADDs	Far Northern Regional Center	VendorID	AA7658	
CADDs	Eastern Los Angeles Regional Center	VendorID	AH1234	
CADDs	Harbor Regional Center	VendorID	AH4321	
CADDs	South Central Los Angeles Regional Center	VendorID	AS4638	

Showing 1 to 10 of 20 entries

Creating a New Provider Identifier

Click **Create Identifier** > Confirm **JE** entry is correct.

The screenshot displays the Sandata Aggregator interface. On the left is a navigation sidebar with options like 'Navigate Modules', 'Visit Review', 'Reports', 'Authorizations', 'Messaging', 'Security', 'Manage Users', 'Manage User Roles', 'Manage Access Groups', 'Manage Provider Identifiers', 'Change Password', and 'Online Manual'. The main content area is titled 'Provider Identifiers' and includes a table with columns 'Payer' and 'Jurisdiction'. A 'Create Identifier' modal is open, showing fields for 'PAYER *', 'JURISDICTION *', 'IDENTIFIER TYPE *', and 'IDENTIFIER *'. A 'Jurisdictional Entity' confirmation dialog is also present, stating: 'By completing the Add Identifier form and clicking save, you confirm that your agency bills for services with the Jurisdictional Entity (JE) you have identified in this form. If you list a JE that you do not contract with or bill to, doing so may result in a data integrity issue.' The dialog has a 'Confirm' button. In the background, a table of existing identifiers is visible with columns 'Identifier' and 'Actions'.

Payer	Jurisdiction
CAHHA	Partnership Health Plan of California
CAHHA	Partnership Health Plan of California
CAMSSP	Cal-Optima
CADDs	Inland Regional Center
CADDs	North Los Angeles County Regional Center
CADDs	Far Northern Regional Center
CADDs	Far Northern Regional Center
CADDs	Far Northern Regional Center
CADDs	Eastern Los Angeles Regional Center
CADDs	Harbor Regional Center
CADDs	South Central Los Angeles Regional Center

Identifier	Actions
1111111112	[Edit] [Delete]
1111111123	[Edit] [Delete]
5566337788	[Edit] [Delete]
A11221	[Edit] [Delete]
A12345	[Edit] [Delete]
AA3333	[Edit] [Delete]
AA7658	[Edit] [Delete]
AH1234	[Edit] [Delete]
AH4321	[Edit] [Delete]
AS4638	[Edit] [Delete]

Creating a New Provider Identifier

Select **Payer** and **JE** > Enter **National Provider Identifier (NPI)** or **Vendor ID**

Create Identifier

* Indicates required field

PAYER *
Select Payer

JURISDICTION *
Select Jurisdiction

IDENTIFIER TYPE *
Select Identifier Type

IDENTIFIER *
Enter Identifier

CANCEL **SAVE**

Provider Identifiers

* Indicates required field

ACCOUNT *
Sandata CA Trainer Agency 1 - 165908

« < 1 2 3 > »

Payer	Jurisdiction
CAHHA	Partnership Health Plan of California
CAHHA	Partnership Health Plan of California
CAMSSP	Cal-Optima
CACBAS	Aetna Better Health of California
CADD5	Inland Regional Center
CADD5	North Los Angeles County Regional Center
CADD5	Far Northern Regional Center
CADD5	Far Northern Regional Center
CADD5	Eastern Los Angeles Regional Center
CADD5	Harbor Regional Center

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Identifier	Actions
111111112	✎ 🗑
111111123	✎ 🗑
5566337788	✎ 🗑
6677754434	✎ 🗑
A11221	✎ 🗑
A12345	✎ 🗑
AA3333	✎ 🗑
AA7658	✎ 🗑
AH1234	✎ 🗑
AH4321	✎ 🗑

Showing 1 to 10 of 21 entries

Creating a New Provider Identifier

Confirm the information you've entered is correct and save.

The screenshot displays the Sandata Provider Identifiers management interface. A modal window titled "Jurisdictional Entity" is open, displaying a confirmation message: "By completing the Add Identifier form and clicking save, you confirm that your agency bills for services with the Jurisdictional Entity (JE) you have identified in this form. If you list a JE that you do not contract with or bill to, doing so may result in a data integrity issue." The modal includes "CANCEL" and "CONFIRM" buttons. Below the modal, the "IDENTIFIER TYPE" is set to "NPI" and the "IDENTIFIER" is "6677754434". The background shows a table of existing provider identifiers with columns for Payer, Jurisdiction, Identifier, and Actions. The table lists various payers like CAHHA, CAMSSP, and CADDs, along with their respective jurisdictions and identifiers. The interface also includes a sidebar with navigation options like "Navigate Modules", "Visit Review", "Reports", "Authorizations", "Messaging", "Security", "Manage Users", "Manage User Roles", "Manage Access Groups", "Manage Provider Identifiers", "Change Password", and "Online Manual".

Account: jvadmin33092@sandata.com LOG OUT

CREATE IDENTIFIER

ROWS PER PAGE: 10

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Payer	Jurisdiction	Identifier	Actions
CAHHA	Partnership Health Plan of California	1111111112	✎ 🗑
CAHHA	Partnership Health Plan of California	1111111123	✎ 🗑
CAMSSP	Cal-Optima	5566337788	✎ 🗑
CADDs	Inland Regional Center	A11221	✎ 🗑
CADDs	North Los Angeles County Regional Center	A12345	✎ 🗑
CADDs	Far Northern Regional Center	AA3333	✎ 🗑
CADDs	Far Northern Regional Center	AA7658	✎ 🗑
CADDs	Eastern Los Angeles Regional Center	AH1234	✎ 🗑
CADDs	Harbor Regional Center	AH4321	✎ 🗑
CADDs	South Central Los Angeles Regional Center	AS4638	✎ 🗑

Showing 1 to 10 of 20 entries

Key Takeaways

- Complete registration via Sandata EVV Self-Registration Portal.
- Ensure that all visits are in a verified status prior to submitting claims/billing.
- Use the Aggregator to review visit exceptions and ensure correct data is being sent by your Alternate System.
- Perform visit maintenance regularly in your Alternate System.

Resources and Support

For additional resources, please reach out to your state team via their email addresses listed on their website.

- **DHCS EVV webpage:** <https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx>
- **DDS EVV webpage:** <https://www.dds.ca.gov/services/evv/>
- **CDA EVV webpage:** https://aging.ca.gov/Providers_and_Partners/Community-Based_Adult_Services/CalEVV
- **CDPH EVV webpage:** https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_care_mcwp.aspx

Resources and Support

Alternate Systems can help determine whether the issue is within your third-party system or Sandata.

When to contact your Alternate System:

- Visit details need to be adjusted after exceptions have been resolved.
- Aggregator is missing data.
- Data appears incorrectly in aggregator.

Resources and Support

Sandata can provide support for Aggregator-related issues.

When to contact Sandata support:

- Visit data is correct in Alternate System, and not in Aggregator.
- Your Alternate System advises you to reach out to Sandata.
- Aggregator login issues.
- General questions or issues with the Aggregator user interface.

Resources and Support

For AltEVV Technical Support:

Call 1-855-943-6069

- Have your CalEVV Identifier available.

Email CAAltEVV@sandata.com

Include the following:

- CalEVV Identifier.
- Alternate System Name.
- Include examples such as JSON files with visit data issues and screenshots.
 - * **Ensure data is sent securely via Support portal if there is Protected Health Information (PHI) data.**

Open a Support Ticket

- Go to <https://hhaexchange.my.site.com/s/login/>
- Log in to the Support Portal.
- Click **Help Resources** and select **Get Support**.
- Have your CalEVV Identifier available.

Alternate System Resources

Sandata EVV Vendor (Alternate System) Solutions:

- Frequently Asked Questions | HHAeXchange Knowledge Base

Choose from:

- California Specific Resources
- EVV Vendor Solutions

You are here: Frequently Asked Questions

Frequently Asked Questions

This topic lists the most frequently asked questions and their answers about the Sandata Portal. Click a category to review the top questions.

- Sandata Agency Management
- Sandata Aggregator
- Sandata EVV Enhanced
- Sandata I/DD
- Sandata Mobile Connect
- Sandata EVV Vendor Solutions**

- Aggregator FAQs
- Call Times vs Adjusted Times
- How do we abandon using an Alternate Vendor and change to the state EVV solution with Sandata?
- How do we switch alternate vendors?
- Client FAQs
- Employee FAQs
- General FAQs
- Visits FAQs
- What do I need to do for my data to successfully process to Aggregator?
- What does Sandata need to promptly reply to my ticket?
- What is a UUID and when is it needed?
- What to do when receive a UUID is Not Ready error?
- What to do when received an Invalid Credentials error?

- Sandata Payer Programs
- Support

Tell Us How We Did!

We value your feedback and time you spent with us today.

Please take a moment to complete the survey via the QR code.





Questions & Answers (Q&A)



Resources and Support

- For DHCS Services at EVV@dhcs.ca.gov.
- For Regional Center providers, email EVV@dds.ca.gov.
- For Community-Based Adult Services (CBAS) and MSSP, email EVV@aging.ca.gov.
- For MCWP, email CDPHMCWP@cdph.ca.gov.
- For EVV Self-Direct Model for IHSS and WPCS, email IHSS@dss.ca.gov.
- For Alternate EVV assistance, call the Sandata AltEVV Customer Support team at (855) 943-6069 or email CAAltEVV@sandata.com.