



Managing Provider Identifiers when Changing Between CalEVV and AltEVV Accounts

Provider agencies are responsible for managing and updating the provider identifiers within their CalEVV account. For the Department of Health Care Services (DHCS), the provider identifier is the National Provider Identification (NPI). For the Department of Developmental Services (DDS), the provider identifier is the Vendor ID.

The provider identifier is required to ensure the CalEVV account(s) accurately reflects all the Jurisdictional Entities (JE). Maintaining correct provider identifiers ensures that the JE that providers bill will be able to see all EVV visit data for their agency. Managing the correct JE listed in the account is required for CalEVV compliance.

When switching between CalEVV and AltEVV account types, a new account will be created. This new account requires providers to re-link all the JE to their provider identifier(s) in the *Manage Provider Identifier* section of their CalEVV account.

Please refer to the following CalEVV Quick Reference Guide (QRG) below:

- For the Department of Health Care Services (DHCS):
[Adding and Managing Provider Identifiers for DHCS Provider Agencies](#)
- For the Department of Developmental Services (DDS):
[Adding and Managing Provider Identifiers for Regional Center Provider Agencies](#)

Contacts and Resources

For general information about the CalEVV program, visit the California Department websites listed below:

- [Department of Health Care Services \(DHCS\) EVV](#)
- [Department of Developmental Services \(DDS\) EVV](#)
- [California Department of Aging \(CDA\) EVV](#)
- [California Department of Public Health \(CDPH\) EVV](#)

For technical assistance, contact the Sandata Customer Support team at 1-855-943-6070 or email CACustomerCare@sandata.com.

For Alternate EVV assistance, call the Sandata Customer Support team at 1-855-943-6069 or email CAAltEVV@sandata.com.

For additional questions, email:

- DHCS at EVV@dhcs.ca.gov
- DDS at EVV@dds.ca.gov



- CDA at EVV@aging.ca.gov
- CDPH at CDPHMCWP@cdph.ca.gov

Thank you,

CalEVV Team