



Dear Provider:

Sandata is pleased to announce the release of version 6.9.62 of the Sandata Agency and Payer Management system.

We are now including all items in the release notes. They may or may not apply to your configuration.

In reviewing the notes attached, please refer to the "prerequisites" line which indicates the required functionality, product, or audience associated with the item.

If the functionality is not automatically available, please contact your Sales Representative or Customer Care for additional information.

Maintenance Information

Sandata will deploy this update to the system on Thursday, October 24, 2019 at 9:00 PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:00 AM ET on Friday, October 25, 2019. Please advise your staff to log out of the system by 9:00 PM (ET) on Thursday, October 24, 2019. Failure to log out of the system may result in the user being automatically timed out.

During this time:

- Sandata Agency and Payer Management will be unavailable.
- Please note that Sandata Mobile Connect is also unavailable from 8:00 PM ET to 9:00 PM ET.
- All other Sandata Systems will be available.
- Field Staff who call in and call out, should continue to call in and call out.
- Field Staff, using Mobile Visit Verification (MVV) on a mobile device, will be able to log in or out using the device.
- Calls will continue to be collected, but they will not be sent to the agency databases until the maintenance is complete.
- There will be alerts sent during the time the system is down.

Release Notes

Please review the attached Release Notes with your staff.

Next Scheduled Release Date

The next scheduled release is Thursday, November 7, 2019.

Deleting Browser History

If you have any browser issues, please **delete your browsing history**. Click the applicable link below and follow the instructions to delete the history of supported browsers:

- **Mozilla Firefox:**

https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox?redirectlocale=en-US&redirectslug=Clear+Recent+History#w_how-do-i-clear-my-history

- **Internet Explorer (IE):**

<http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11>

- Only the following checkboxes need to be selected:
 - o Temporary Internet files and website data
 - o Cookies and website data

After deleting your browser's history, close then reopen all your browser windows before logging in.

If you have any questions or comments, please contact Sandata Customer Care using your agency's designated phone number or email.

Best Regards,

Sandata Customer Care

Sandata Technologies

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