



Dear Provider:

Sandata is pleased to announce the release of version 8.1.10 of the Sandata Electronic Visit Verification systems.

Maintenance Information

Sandata will deploy this update to the system on Thursday, February 7, 2019 at 9:30 PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:30 AM ET on Friday, February 8, 2018

During this time:

- The system will be unavailable.
- Field Staff who call in and call out, should continue to call in and call out.
- Field Staff, using Mobile Visit Verification (MVV) or Sandata Mobile Connect (SMC) on a mobile device, will not be able to log in or out using the device. As an alternative, field staff should call in and call out using the assigned backup telephony toll free numbers.
- Calls will continue to be collected, but they will not be sent to the agency databases until the maintenance is complete.
- There will be no alerts sent during the time the system is down. Alerts will function normally once the maintenance is complete.

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

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