

Please Disregard the previous communication titled "Sandata Mobile Visit Verification Update"



Dear Provider:

Sandata is pleased to announce a new version of the Mobile Visit Verification (MVV 4.4.6) app for iOS and Android.

This update contains a mandatory security enhancement. As of Tuesday, March 19, 2019 versions below 4.4.6 of the application will no longer function on Android devices (including tablets) where the field staff has downloaded the application on their own or a member's mobile device. This update does not affect providers whose devices stay in the clients' homes. This enhancement will not disable the application for iOS devices (iPhones and iPads).

App Update Availability

The MVV App update will be submitted to both the Google Play Store and the Apple App Store on Friday, March 8, 2019. We anticipate the app update will be available in the coming week. Please note that based on the store's processing time, it may take up to two weeks for the app to become available.

When the app becomes available for download, we recommend that your field staff update the app before their next client visit. This update does not affect providers whose devices stay in the clients' homes. The update should take less than ten minutes.

Reminder: There is no impact on iOS users (iPhone and iPad).

If you have any questions, please contact Customer Care using your designated phone number or email.

Best Regards,

Sandata Customer Care

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