



Dear Provider:

Santrax® and Sandata Electronic Visit Verification will undergo system maintenance.

**Maintenance Information**

Sandata will deploy this update to the system on Thursday, September 6, 2018 at 9:00 PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:00 AM ET on Friday, September 7, 2018.

During this time:

- Santrax/Sandata EVV will be unavailable.
- All other Sandata systems will be available.
- Field Staff, calling in and calling 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 be collected and will be sent to the provider databases when maintenance is complete.
- Alerts will not be sent during maintenance. Alerts will function normally once 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**

Sandata Technologies  
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