



Dear Provider:

In order to ensure that all enhancements are fully tested and meet our standards for production, we are postponing the system maintenance from Thursday, September 6 to Tuesday, September 11 at 9:30 PM ET. We trust that you appreciate our commitment to excellence. Thank you.

**Maintenance Information**

Sandata will deploy this update to the system on Tuesday, September 11, 2018 at 9:30 PM Eastern Time (ET). The maintenance will take 5 (five) hours, ending at 2:30 AM ET on Wednesday, September 12, 2018.

During this time:

- 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, but will not be sent to the agency databases until 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  
26 Harbor Park Drive, Port Washington, NY 11050

