



Dear Provider:

Sandata is pleased to announce the release of version **6.9.24** of the **Santrax® Agency and Payor Management** systems.

**Maintenance Information**

Sandata will deploy this update to the system on **Thursday March 15, 2018** at **9:30 PM** Eastern Time (ET). The maintenance will take **3 (three)** hours, ending at **12:30 AM** ET on **Friday, March 16, 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) 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**

Note: Release Notes will be sent to your agency within the next week.

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

