



Dear Provider:

Sandata is pleased to announce the release of version 6.9.46 of the Santrax® Agency and Payor Management Systems.

We are now including all items in the release notes. They may or may not apply to your configuration.

In reviewing the notes attached, please refer to the "prerequisites" line which indicates the required functionality, product, or audience associated with the item.

If the functionality is not automatically available, please contact Customer Care for additional information.

Maintenance Information

Sandata will deploy this update to the system on Thursday, March 14, 2019, 2019 at 9:00PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:00 AM ET on Friday, March 15, 2019. Please advise your staff to log out of the system by 9:00 PM (ET) on Thursday, March 14, 2019, 2019. Failure to log out of the system may result in the user being automatically timed out.

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

Please review the attached Release Notes with your staff.

Next Scheduled Release Date

The next scheduled release is Thursday, March 28, 2019.

If you have any questions or comments, please contact Sandata Customer Care at (855) 781-2079 or via email at Rlcustomercare@sandata.com.