



Dear Provider:

We are pleased to announce that we have updated our English language call in and call out prompts to a single consistent voice. We plan to deploy this improvement on the evening of Tuesday, April 3, 2018, at 6:15 PM Eastern Standard Time (EST).

During this time there will be no impact to field staff.

- The system will be available and 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, should continue to use the device.
- Calls will continue to be collected, and will be sent to the agency databases.

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

