Dear Provider:

Sandata is pleased to announce the release of version 6.9.31 of the Santrax® Agency and Payor Management systems.

Maintenance Information
Sandata will deploy this update to the system on Thursday, August 2, 2018 at 9:00 PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:00 AM ET on Friday, August 3, 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. As an alternative, field staff should call in and call out using the assigned backup telephony toll free numbers.
- Calls will continue to be collected, but they will not be sent to the agency databases until the maintenance is complete.
- There will be no alerts sent during the time the system is down. Alerts will function normally once the maintenance is complete.

Release Notes
Release notes will be available the day of the release.

Next Scheduled Release Date
The next scheduled release is Thursday, August 16, 2018.

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

Best Regards,

Sandata Customer Care
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