



Dear Provider:

Sandata is pleased to announce the release of version 8.1.12 of the Sandata Electronic Visit Verification system.

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 at (855)781-2079 or via email at [RICustomerCare@sandata.com](mailto:RICustomerCare@sandata.com).

### **Maintenance Information**

Sandata will deploy this update to the system on Thursday, April 4, 2019 at 9:30 PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:30 AM ET on Friday, April 5, 2019.

During this time:

- The system will be unavailable.
- All other Sandata systems will be available.
- 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 not be able to log in or out using this device. If you cannot log into the application, as an alternative 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**

Please take a moment to review the attached release notes with your staff and advise them to log out of the system by 9:30 PM (ET) on Thursday, April 4, 2019. Failure to log out of the system may result in the user being automatically timed out.