

# interChange Provider Important Message

## Completed Santrax® Payor Management System Password Reset

Due to a security concern, on Tuesday, October 18, 2016 the Santrax® Payor Management system underwent system maintenance. At that time all system and Mobile Visit Verification (MVV) user access was disabled and passwords underwent a mandatory admin reset.

During the system maintenance:

- The SPM system was unavailable.
- Field Staff using telephony to check- in and check- out, could continue to use telephony to check- in and check- out.
- Field Staff, using the MVV app on mobile devices, were unable to log in or out using the app. As an alternative, they were requested to check- in and check- out using the assigned backup telephony toll- free telephone numbers.
- No alerts were sent during the system maintenance.

On Wednesday, October 19, 2016 after the system maintenance was completed providers were issued new Getting Started Booklets, with updated administrator credentials and instructions for identifying and updating additional system and MVV user credentials. Upon receipt of the Getting Started Booklet the following users were required to have their passwords reset by the administrative user:

- The SPMUSER super-user account
- All administrator-level user accounts
- All system-user level accounts
- All MVV accounts

Agency staff members who were assigned a Santrax ID for the purpose of telephonic check-in and check-out only were **not** affected by this system maintenance. Their passwords **did not** have to be reset.

At this time all affected agencies have been contacted via an encrypted email with instructions for identifying and resetting SPM system passwords. If your agency did not receive an email with instructions and a new Getting Started Booklet, please contact Sandata Customer Care at 1-855-399-8050 or by email at [ctcustomercare@sandata.com](mailto:ctcustomercare@sandata.com).

Alert functionality has been restored at this time.

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If you have any questions or comments about the system maintenance, and/ or require assistance in resetting your password please contact Sandata Customer Care at 1-855-399-8050 or by email at [ctcustomercare@sandata.com](mailto:ctcustomercare@sandata.com).



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