

interChange Provider Important Message

Santrax Payor Management System Password Reset

Due to a security concern, the Santrax® Payor Management system will undergo system maintenance as detailed below.

Effective immediately, all system and Mobile Visit Verification (MVV) user access will be disabled and passwords must undergo a mandatory admin reset.

During this time:

- The system will be unavailable.
- Field Staff using telephony to call in and call out, should continue to call in and call out.
- **Field Staff, using the MVV app on mobile devices, will not be able to log in or out using the device. As an alternative, they should call in and call out using the assigned backup telephony toll free numbers.**
- There will be no alerts sent during the time the system is down. Alerts will function normally once the maintenance is complete.

This will not impact any data already in the system prior to the scheduled maintenance.

Getting Started Booklets, with updated administrator credentials and instructions for identifying and updating additional system and MVV user credentials, will be sent via encrypted email on Wednesday, October 19, 2016. Upon receipt of the information, all passwords will need to be reset by the administrative users. This impacts the following:

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

This does not impact an agency staff member who was simply assigned a Santrax ID for the purpose of using the telephonic check-in/check-out method.

The following link contains helpful information to assist with opening encrypted emails: <https://res.cisco.com/websafe/help>. Please retain the Cisco credentials used as they will be required for future use.

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We apologize for any inconvenience this might cause. If you have any questions or comments, please contact Sandata Customer Care via phone at (855) 399-8050 or email at ctcustomercare@sandata.com.