

interChange Provider Important Message

Attention: Home Health Providers, Acquired Brain Injury (ABI), Autism, Connecticut Home Care (CHC), Mental Health (MH), and Personal Care Assistant (PCA) Waiver Service Providers

URGENT: Transition from Sandata Mobile to Sandata Mobile Connect effective September 4, 2024

PLEASE READ!
Immediate Action Required!

Your caregivers will lose access to the
old Sandata Mobile App
on September 4, 2024. As a result,
all caregivers should **upgrade to the new app**
if they have not done so already.



Old Sandata Mobile App Icon

The old Sandata Mobile app
will be **deactivated** on
September 4, 2024.

When caregivers lose access, they won't be able to capture
visit data using the old app, putting claim **reimbursements**
at risk.

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Please ensure all of your agency's caregivers upgrade to the new **Sandata Mobile Connect app** today!



New Sandata Mobile Connect App Icon

[Apple Store](#)

[Google Play](#)

If your caregivers have already upgraded to the new Sandata Mobile Connect app, thanks for being prompt.

Resources

If you have any questions or need assistance during this transition, please [submit a request](#) through [Sandata On-Demand](#). There are also [Sandata Mobile Connect resources](#) available 24/7 online.

As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.

