

interChange Provider Important Message

Electronic Visit Verification – Mobile Visit Verification (MVV) Application Issue

The Department of Social Services (DSS) is aware of an issue with the Mobile Visit Verification (MVV) application that is intermittently preventing visit times and tasks performed from being captured in the Santrax system. Sandata Technologies is working to resolve and correct the problem and will soon provide an upgrade. We thank you for your understanding and patience while we work towards improving the MVV application. We will update this Important Message as soon as we have more information.