

interChange Provider Important Message

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

Sandata Customer Support Portal Changes begin April 20, 2026

The purpose of this Important Message is to notify Sandata Agency Management Electronic Visit Verification (EVV) Users and Sandata Alternate EVV Users of the NEW Sandata Customer Support Portal coming April 20, 2026.

Sandata is introducing an upgraded experience for submitting support tickets. You'll still be able to submit tickets (in the new system a ticket is referred to as a "case") just as you do today. The only change is that ticket submission will be in a new location. Previously, Sandata On-Demand (i.e., self-service tool) and the Support Portal (i.e., Zendesk ticketing system) were part of the same platform. With this update, they will be available as two separate sites.

If you've bookmarked <https://sandata.zendesk.com/hc/en-us/requests/new>, the hyperlink will automatically take you to the upgraded Customer Support Portal once it launches. You'll need to create a new account in the new system. Existing users will automatically receive an email invitation with simple steps to set up your new login.

New employees will need to create an account to access the upgraded Customer Support Portal. The following link takes you to the login page: [Login](#).

Additional information about the new process for submitting a support ticket is available via the following link: [Get Ready for Our New Support Ticket System](#).

Any open Sandata tickets will move with you to the upgraded Customer Support Portal. On the cutover date of April 20, 2026, all open tickets will be available in the new system on your My Open Cases page. During the migration period, you can continue to create support tickets using the same email addresses you use today.

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

