



March 23, 2020

Dear Valued Sandata Clients:

This letter is a follow up to our March 18th communication. Despite the current uncertainties, Sandata's commitment to our clients and the populations you serve has never been stronger. We sincerely hope you and your team are healthy and safe. We continue to monitor the evolving regulatory requirements impacting your business and are deploying our solutions (Care Assurance) to capture COVID-19 surveys for caregivers and clients. Specifically, the following capabilities are now available:

1. Monitoring Without Internet Connections and/or Smartphones

- a. This is a phone-based solution that any of your caregivers will be able to use to answer COVID-19 related questions.
- b. It will not require specific technology (smart phone or internet access) other than the ability to make a phone call to a toll-free number.
- c. Caregivers will be prompted to enter the agency's account number, their Santrax Employee ID, the phone number they are calling from, and a Sandata Client ID (if completing the survey for a client).
- d. Caregivers will have the ability to answer the survey questions for a client or for themselves.
- e. The survey includes four yes/no questions based on the CDC guidelines.
- f. This solution is only available in English.
- g. This service will be free of charge to our clients.
- h. Receipt of data from the phone-based survey**
 - i. Sandata will send results of the phone-based survey questions to your designated agency contact on an hourly basis.
 - ii. Client and caregiver survey results will be delivered in separate files and the data will be cumulative over time.

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2. Monitoring with The Use of a Smart-Phone and/or Internet Connection

- a. For agencies that are currently using our CareConnect solution:
 - i. For surveying caregivers, the four CDC questions will be available via either the CareConnect application downloaded and used on an Android or Apple device or via text message.
 - ii. For surveying clients, the four CDC question will be available via a phone-based solution as described above in point #1.
 - iii. Reporting data will be provided to the agencies.
 - iv. This service will be free of charge to our clients.
 - v. In addition, we will be offering the Care Connect shift booking application to new customers. This will include infection control and COVID-19 prevention eLearning courses at no cost for the next 60 days. Existing customers currently using the Care Connect solutions will have access to the screening tool and the COVID-19 eLearning offerings free of charge for 60 days.
- b. For certain agencies, the four CDC questions will be available via the Sandata Mobile Connect (SMC) application (in English only).
 - i. For surveying clients, the four CDC questions will be available via the SMC application downloaded and used on an Android or Apple device.
 - ii. For surveying caregivers, the four CDC question will be available via a phone-based solution as described above in point #1.
 - iii. Reporting data will be provided to agencies.
 - iv. This service will be free of charge for our clients.

We will make these tools available to our clients that would like to use them for monitoring their caregivers and clients. If you would like to use these solutions, please submit an email to CareAssurance@sandata.com and follow these easy steps:

- Include your Sandata agency ID number
- Provide the email address where all COVID-19 response reporting should be provided to (note - this must be a Single email address or distribution list)
- Include your agency's primary contact person's name, phone number, and email for any follow-up questions

NOTE: In your email to CareAssurance@sandata.com, you must supply your agency email address where you want the phone-based survey results to go or we will not be able to enable this functionality for you.

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Sandata may contact you for additional information if needed. Once we have set up your account, Sandata will send you an email with the toll-free number to use and training materials.

Thank you for your support.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ken Faltischek', is written over a light grey rectangular background.

Kenneth Faltischek
Chief Operating Officer

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