



Alert: Sandata Visit Data API Issue Impacting EVV Claims

On October 2, 2025, UnitedHealthcare was notified of a critical issue affecting Sandata's Visit Data API response. This error resulted in claim ingestion failures and subsequent denials for providers submitting claims requiring Electronic Visit Verification (EVV) through Sandata.

Sandata has identified the impacted timeframe as September 25 through October 1, 2025. A corrective update has been successfully implemented, and the issue has been resolved. Claims and batches submitted after the fix are not expected to be affected.

UnitedHealthcare is actively reviewing impacted claims and will provide additional updates as more information becomes available. We appreciate your patience and understanding as we work to resolve this matter.