Agencies Transitioning from MEDsys to DataLogic Vesta - Return MEDsys-Issued SADs

Information posted June 14, 2018

As you begin placing the DataLogic-issued small alternative devices in the homes, please gather all MEDsys-issued SADs to be returned to MEDsys.

1. Remove the SAD by cutting and discarding the zip tie.
2. Send an [email](mailto:) with the total number of devices you will be returning.
3. MEDsys will send prepaid postage and packaging materials for an easy return.
4. You will need to send all SADs back to MEDsys even if they are broken.

For questions and concerns regarding the SADs, please contact MEDsys customer support at 877-644-4427 or by [email](mailto:).

For questions regarding this message, contact [HHSC EVV Operations](mailto:).