

IMPORTANT NOTICE FOR PARTICIPATING PROVIDERS

REGENERATED EVIDENCE OF PAYMENT FILES – DECEMBER 2022

Thank you for being a valued part of our Senior Whole Health (“SWH”) Provider Network.

Following SWH’s Claims System Migration in [January 2022](#), SWH began processing primary and secondary claims separately for our dual-eligible (DNSP) members. As a reminder, participating providers are reimbursed 100% of their contracted rate across the primary and secondary claims. Members of our Provider Network alerted SWH to potential systems issues interpreting Paid Amount and Allowed Amount on the Evidence of Payment (EOP) documents for secondary claims that may have *incorrectly resulted in bills to our members*.

SWH, in collaboration with Change Healthcare, has processed an enhancement to these EOPS and successfully regenerated all historical EOP files from 01/01/2022 through 8/16/2022 (pre-launch of the ECHO Health platform). At this time, we are requesting our Provider Network download the enhanced EOP files to update your systems accordingly and **reimburse members if they have been incorrectly billed for cost share**. Files are available in ProviderNet through 12/31/2022, at which time Change Healthcare will be sunsetting this platform. IP addresses are required if the Secure File Transfer Protocol (“SFTP”) needs to be established after 1/1/2023. Thank you for your assistance in updating your records to ensure our members are not billed for services that SWH has reimbursed according to your contracted rates.

If you have any additional questions, please reach out to your Provider Services Account Manager, or contact us at 855-838-7999.

Thank you for your continued partnership.

Sincerely,



Lauren Morton, MPA, CCM
AVP, Provider Network Management and Operations