

Provider Bulletin

Senior Whole Health of New York

June 2026

PCP Panel Verification and Panel Status Confirmation

Hello,

As part of Senior Whole Health of New York's (SWH of NY) ongoing efforts to improve the member experience and reduce unnecessary outreach to provider offices, we have enhanced our Primary Care Provider (PCP) change process to include a **PCP Panel Verification** step.

When a member requests a PCP change, our Support Center representatives may contact your office to confirm whether you are currently accepting new SWH of NY members (including by Line of Business) at a specific service location. This verification helps ensure our systems accurately reflect your panel availability and contact information.

We are reaching out because recent verification activity indicated one or more of the following:

- Your panel may not be accepting new members (overall or for a specific Line of Business)
- Contact or service location information may need to be confirmed
- Your panel status was updated and later reinstated, suggesting a possible discrepancy

Maintaining accurate panel and directory information helps:

- Avoid assigning members when access is unavailable
- Reduce repeat calls to your office
- Ensure members are directed to appropriate, available providers

If any of this information has changed, or if you'd like to confirm your current panel status, we appreciate your partnership in keeping our records up to date.

Thank you for your time and continued collaboration in supporting SWH of NY members.

Sincerely,

Senior Whole Health of New York
Network Management