Important acquisition updates

On January 1, 2021, Senior Whole Health of New York was purchased by Molina Healthcare, Inc. (Molina). **While Senior Whole Health's parent company has changed, our brand, our people, and the services we provide to our members will stay the same.** We remain committed to working closely with you to provide access to high quality healthcare.

There are important dates and changes you need to be aware of as we work to integrate Senior Whole Health systems and technology with Molina's.

On April 1, 2021, the MLTC plan will transition to Molina systems. The transition of our MAP (Medicaid Advantage Plus) plan will not take place until 2022. We will communicate additional details about those changes closer to that date. For a time period you will need to use two different processes for MLTC and MAP members.

Please refer to the table below for details on the April 1, 2021 MLTC plan changes.

	MLTC (For any Claims After 4/1)	MAP (includes any MLTC Claims Prior to 4/1)
Payer ID	There is a new payer ID for MLTC members. MLTC Payer ID: SWHNY	Please continue to use the same payer ID for MAP members. MAP Payer ID: 83035
Claims Submission Address	Senior Whole Health of New York P.O. BOX 1346 Elk Grove Village, IL 60009-1346	Senior Whole Health of New York P.O. BOX 956 Elk Grove Village, IL 60009-0956
Provider Portal	There is new link for the provider portal for submitting MLTC member claims. www.availity.com	Please continue to use the existing provider portal and submit claims in the same way you have been for MAP members. swhiweb.seniorwholehealth.com/providerportal/
Provider Website	www.swhnyproviders.com	www.seniorwholehealthNY.com

If you have any questions, please email SWHProviderRelationsNY@magellanhealth.com or call 1-877-353-9819 Monday through Friday from 8 a.m. to 5 p.m.