



DATE: 04/04/17

TO: MDwise Contracted Providers

SUBJECT: Claims Reimbursement

## **Claims Reimbursement Notice**

Dear Provider:

MDwise transitioned our claims payment vendor to Valence Health on January 1, 2017. MDwise realizes that a change in claims payment vendor may disrupt claims payment to providers during implementation, and we apologize that some of you have experienced this. We are taking all measures necessary to ensure providers receive accurate payments.

In March, MDwise learned that not all in-network providers were loaded accurately in the Valence Health system. MDwise quickly addressed this issue and re-loaded all in-network providers. MDwise and Valence Health are processing claims against the re-loaded providers to correct the errors and get these claims released for payment. MDwise wanted to err on the side of accuracy in claims payment, which resulted in some delays in payment in order for additional validation checks to occur. However, claims payments are being issued and the backlog created from the additional quality checks performed is being actively worked and reduced daily.

If you are experiencing claims issues and you have not spoken to a MDwise representative, please reach out so that we can seek to remedy the issues for you.

Providers are always encouraged to reach out to their assigned MDwise Provider Relations Representative at the below link should they ever have any questions or concerns:

<http://www.MDwise.org/quickcontact>

Additionally, you may reach MDwise customer service at 1-800-356-1204. Follow the prompts to select the appropriate Plan, then the *Claims* option. Thank you for your patience and continued support.

Sincerely,

MDwise, Inc.

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