

To: JVHL Network Providers

From: Diane Cicchini, JVHL Director of Business Services

Date: 5/8/2019

TPA Transition Update:

Aetna Better Health: This project is near completion. Two key elements remain incomplete though each is well developed. If each of these items can be completed by the Health Plan by 5/10/19, JVHL will begin processing claims between 5/17/19 and 5/31/19.

HAP Empowered: Since the new HAP Empowered implementation team took over, all open items, apart from one, have been completed. If the open item can be completed by the plan by 5/10/19, JVHL will begin processing claims between 5/17/19 and 5/31/19.

Meridian Health Plan: We have moved from 3 open critical elements to 5. Two items previously thought to be resolved failed in subsequent testing and the third resulted from the plan identifying value changes they want in an encounter file. If these 3 items are resolved by 5/10/19, JVHL will be able to process claims between 5/17/19 and 5/31/19.

Molina: JVHL is waiting for Molina to complete work on 2 critical elements. We cannot proceed until Molina makes final decisions on each of the items. If Molina can finalize by 5/10/19, JVHL can begin processing claims between 5/24/19 and 6/14/19.

United HealthCare: JVHL is still expecting 2 critical components to be provided by the plan "soon." If we have what we need from UHC by 5/10/19, it will be possible to begin processing claims between 5/24/19 and 6/30/19.

As you know, **McLaren Health Plan** and **Blue Cross Complete** claims are being processed; the implementation project for each plan has been completed.

Please let me know if you have any questions about any of the information provided above.

I can be reached as per below. Our Business Services Team can help you and can be reached at 800-445-4979.

Thank You.

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