

BULLETIN: FACETS UPGRADE

Reminder that an upgrade to our core system is planned to begin in April 2020. This system upgrade will allow the Health Plan to operate more efficiently in several business areas, to create sustainable operational processes, and to scale accordingly.

Here is how you may be impacted:

- This upgrade will increase our ability to process business in a timely and efficient manner.
- This upgrade will consist of several phases of implementation - additional announcements will be continue to be distributed.
- Additional resources will be available to our provider network for support.

Please visit our Provider Resource Center webpage for additional information.

We appreciate your patience and understanding during this transition. We do not expect any disruption during the system upgrade. If you have any issues or questions during this time, please contact Customer Service at (855) 645-8448. Please note that we will continue to keep you updated during this process.