Providence Health Plan | Providence Health Assurance

Dear Provider Partner,

Thank you for your continued partnership and dedication to the members and communities we serve. We appreciate your ongoing commitment to delivering high-quality care and helping ensure a smooth experience for members during this transition period.

As previously communicated, Providence Health Plan and Providence Health Assurance are transitioning out of most health insurance lines of business beginning January 1, 2027. Coverage timelines and next steps vary by plan, and some coverage will continue into 2027. **Please continue to verify each member's eligibility and follow current processes while their coverage remains active**.

What you need to know:

- Please continue business as usual. Eligibility, claims processing, prior authorization, and other operational processes remain unchanged.
- Members will receive information about changes to their coverage at the appropriate time, based on their plan.
- If members have questions about their coverage or a notice they receive, please direct them to the Customer Service number on their member ID card.
- Our Customer Service and Provider Relations teams remain available to support you and answer questions.
- The **Providence Health Plan Transition FAQ** remains our primary source for transition-related updates, key reminders, and answers to common questions. Please refer to the FAQ regularly, as new information and updates will continue to be posted there.

Important information:

The **Providence Health Plan Transition FAQ** has been updated with additional provider guidance and answers to frequently asked questions. New and revised information is clearly identified within the document to help you quickly locate recent updates.

We remain committed to supporting you and ensuring continuity of care for members throughout this transition. Thank you for your partnership and dedication to the communities we serve.

Sincerely,
Providence Health Plan Provider Relations

Providence Health Plan | Providence Health Assurance

Providence Health Plan and Providence Health Assurance comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status, or sex. Providence Health Plan and Providence Health Assurance do not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status, or sex.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-878-4445 (TTY: 711).

Chinese: 注意：如果您使用繁體中文, 您可以免費獲得語言援助服務. 請致電 800-878-4445 (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-878-4445 (TTY: 711).

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