



August 30<sup>th</sup>, 2022

Dear Provider,

On August 16, 2022, Senior Whole Health transitioned to a new payment platform in partnership with Change Healthcare and ECHO Health, Inc. (ECHO) to provide a more flexible and enhanced payment platform to better meet provider needs. This was expected to be a seamless transition, however, it has been discovered that some information was not in place after the transition, resulting in payments being issued in a payment format other than the option pre-selected by the provider. This impacted check runs for August 17 through August 24, 2022.

**What you need to know:**

- Molina, Senior Whole Health's national team, is working closely with Change Healthcare and ECHO to ensure that all payment preferences are restored, and future payments are in the preferred format.
- All payments issued are valid. No payments issued will be voided or changed unless a request is made.

**What you need to do:**

- Future payments will be in your requested format. If you do not need to have your impacted payment(s) re-issued, no action is required.
- If you wish to have your payment(s) re-issued in your preferred payment format, please contact Molina and we will gather the needed information and have payment issued in the desired format.