

PRODUCER BLAST

**This email is intended for producers in New York.*

Important Update Regarding Kaleida Health: Upcoming System Transition and Potential Impact on Claims Invoicing

We are writing to provide you with an important update regarding an upcoming system transition at Kaleida Health that may temporarily impact the claims reflected on client invoices. On May 30th, Kaleida Health will be transitioning to a new, state-of-the-art Epic system. This significant upgrade is designed to enhance operational efficiency, improve data accuracy, and ultimately provide a more seamless experience for their patients and partners in the long term.

However, as with any major system implementation, there is a recognized adjustment period. Their Epic system advisors anticipate a claims lag that could last up to 90 days as their teams become fully accustomed to working in the new environment. During this period, there may be a temporary decrease in the volume of claims submitted for processing and therefore reflected on client invoices.

What does this mean for your clients?

- **Temporary Lag in Claims Reporting:** Clients may observe a temporary decrease in the number of claims appearing on invoices for a period of up to 90 days following their May 30th go-live.
- **Claims Will Be Processed:** Please be assured that all claims will be processed accurately. This is a reporting lag, not an indication that claims are not being handled.
- **Long-Term Benefits:** This transition is a strategic investment in Kaleida's infrastructure that will lead to greater efficiency and accuracy in the long run.

Kaleida Health is committed to making this transition as smooth as possible. They appreciate your understanding and patience as their teams adapt to the new system. We will share any further updates from Kaleida Health as they become available.

Questions?

Please reach out to your Sales Executive or Client Manager.

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