



April 2, 2024

Provider payments update

Dear Provider,

As you know, many health plans were affected by the cyber security incident that occurred recently at Change Healthcare. Specifically, due to this incident, Baylor Scott & White Health Plan and many other insurers have been unable to process payments to providers; however, we now have good news to share.

Baylor Scott & White Health Plan started processing payments on Friday, March 29. This payment process is being conducted in a phased approach, from the oldest claims to the newest, with frequent accuracy reviews to ensure there are no issues with the Change Healthcare process. We anticipate being up-to-date with all outstanding payments within the next two weeks.

While we are always glad to take your call in our Provider Service Center, our representatives will be unable to answer specific questions regarding payment dates. We will keep you informed through email and fax blast, so please continue to monitor these channels for information.

We are grateful for your patience as we navigate through this disruption.

Be safe and well,

Baylor Scott & White Health Plan



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