

Provider Bulletin
February 19, 2010

System and Business Processes Improvements

BlueChoice HealthPlan Medicaid has recently embarked on an important initiative to strengthen our infrastructure by improving our system and business processes. Part of this work involves moving our Medicaid membership to a new platform. This migration will not involve the BlueChoice HealthPlan commercial lines of business. Migrating to the new environment will enhance the quality of our operations and create greater efficiencies for our state partner, members and providers.

This initiative supports a larger initiative to consolidate operating systems and to meet the company wide goal of enhanced day-to-day execution.

BlueChoice HealthPlan Medicaid is currently scheduled to migrate to the new environment in September 2010.

In an effort to update you on our progress with this important initiative, periodic written updates will be provided to communicate our accomplishments, upcoming milestones and activities. Please note these communications will not replace but complement the ongoing communication you currently experience with your BlueChoice HealthPlan Medicaid representative.

BlueChoice HealthPlan Medicaid appreciates your continued service to our members as we work to implement this important initiative.

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