



April 25, 2023

MEMORANDUM

TO: Universal Healthcare IPA Network Providers and Staff
FROM: Louise Trevino, COO
DATE: April 25, 2023
RE: **REMINDER NOTICE - Sunsetting of Legacy System, ClaimScape – Effective 04/30/23**

Please consider this as a reminder notice of our initial notification on 03/30/2023. Our legacy system, ClaimScape, will sunset effective 04/30/2023. The original message is located directly below with exception to the submission dates for open AR and disputes/appeals as these have been updated from 04/15/2023 to “immediately” as we are 5 days from the termination effective date.

Universal Healthcare MSO converted to a new core system and provider portal effective 10/1/22. Since then, we have been continuing to fully transition out of our legacy system, ClaimScape, and we’re on track with sunsetting in its entirety - effective 4/30/23.

In preparation for our full conversion, we are encouraging providers to reconcile any open AR files (dates of service prior to 10/1/22) and submit related claims to us immediately. By doing so, we can ensure your claims are paid and thus, denials are avoided.

For disputes and/or appeals for dates of service prior to 10/1/22, we are requesting that you please submit these immediately as well.

This system conversion *does not* affect authorization or claim submission processes, please continue to submit as you do today.

Authorizations - submitted electronically via the Universal Healthcare IPA Provider Portal
Electronic Claims Submission - Payor ID: UHIPA, Clearinghouse: Office Ally

Your ongoing collaboration and flexibility are greatly appreciated as we complete this final stage of restructuring our operating system.

Questions? Please contact Provider_Network_Management@uhcmso.com or call our customer service department at 661-695-5990.