



September 19, 2024

Dear Sendero Provider,

We are thrilled to share some exciting news with you!

As part of our ongoing commitment to enhancing our services, we are transitioning the processing of claims in-house. This means that your claims will now be handled locally, providing you with more streamlined and efficient process. Our goal is to ensure that this transition is as seamless as possible for you and your practice.

To achieve this goal and assist us with processing your claims without any interruptions in payments we have provided the additional information you will need to know.

Effective November 18, 2024, Sendero will be officially transitioning away from its outsourced claims third-party administrator (TPA) and moving its services in-house. The processing of your claims will be managed by Sendero's new Claims Department staff.

Effective November 4, 2024

New Claims/Level 1 & 2 Appeals Mailing Address:

Sendero Health Plans
PO Box 17307
Austin, TX 78760

Change HealthCare Payer ID SCS17 will no longer be available.

Sendero will continue to utilize Cognizant/Trizetto Payer ID MV440 for electronic claims. (Please check with your clearing house as all will have a reciprocal agreement in place that will be necessary to have communication with Sendero).

In addition, providers do not need to re-enroll in any of the following:

- Electronic Funds Transfer (EFT)
- Electronic Remittance Advice (ERA)

Sendero will continue to communicate information related to the transition in the next few weeks, leading up to the official transition date. We appreciate your continued services to our members. If you have any questions, please do not hesitate to contact Provider Relations at Senderoproviders@senderohealth.com

Sincerely,

Rene Duran, Provider Relations Manager