



WellFirst Health®

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RE: Growing with a New Partner – What to Expect in 2023

Dear WellFirst Health Provider,

In 2021, SSM Health entered into a strategic partnership with Medica, an independent, non-profit health plan headquartered in Minnetonka, Minnesota. This affiliation brings WellFirst Health into the Medica family. As two mission-driven health plans with complementary values, histories, and experience, WellFirst Health and Medica are actively evaluating exciting possibilities for providers and members under this partnership.

What's Next

We will continue to build our partnership with Medica to align best practices and share technology. As such, both health plans are pursuing a new, shared claims processing platform to be implemented on January 1, 2024. Other changes, such as policy methodologies and business processes, may affect how you interact with us in the future. We are dedicated to providing these details in advance of the change as they become available.

This information will be shared in ongoing WellFirst Health communications throughout the year, distributed, and published online, so that you and others in your organization can personally assess future impacts on your business processes.

Our Commitment to Keep You Informed

While our partnership with Medica will allow us to accelerate advancements, it is our partnership with you, our valued providers and support teams, that will be at the forefront this year. We are committed to providing relevant and timely information specific to our partnership with Medica through the established, regularly issued WellFirst Health provider communications that you currently rely on for updates, such as our monthly medical and drug policy notices and quarterly newsletters. When necessary, off-cycle communications outside of our monthly and quarterly communications will be used to relay information.

We anticipate that the majority of communications will be released and available electronically. Please be sure you have “opted in” through your WellFirst Health Provider Portal account to receive emails from us or visit our web pages regularly to access these communications:

- [WellFirst Health Provider Communications](#) – links to monthly and off-cycle provider communications and other provider resources.
- [WellFirst Health Provider News](#) – links to quarterly provider newsletters.

Additionally, refer to the [WellFirst Health Medica Q&A web page](#) for questions and answers regarding our partnership with Medica. This page will be updated to reflect additional inquiries and new information as it becomes available.

If you have further questions after referring to these resources, please contact the WellFirst Health Provider Network Consultant Team at ProviderRelations@wellfirstbenefits.com. They will make every effort to provide an answer so that you can determine how the information may affect your organization. Please keep in mind that information will be communicated throughout the year, so details regarding your specific inquiry may not yet be available.

We look forward to sharing more in the coming months and supporting you as we prepare for these exciting changes.

Sincerely,

WellFirst Health