



## OneHealthPort Update on the Medversant Credentialing Outage

To all providers and health plans using credentialing services, please see below for the latest information.

### Medversant System Status

As of August 14, 2023, Medversant's ProviderSource and Client Portal systems are still down. Medversant is working to resolve the issue. We will continue providing updates as we have more information.

### Office of the Insurance Commissioner Notice to Health Plans

OneHealthPort has been actively working with the Office of the Insurance Commissioner (OIC) to evaluate all options to resolve these credentialing challenges. On Monday, August 14, OIC notified health plans that they must use CAQH or an equivalent system to retrieve provider credentialing records in the interim.

You can view a copy of the OIC notice [here](#).

#### What does this mean for health plans?

If you have questions about the OIC notice, contact the OIC at [OICNetworkAccess@oic.wa.gov](mailto:OICNetworkAccess@oic.wa.gov). In your email, please use "questions related to Medversant Credentialing services" in your subject line.

OneHealthPort is standing up a workgroup and will be working with the Association of Washington Health Plans to identify participants shortly. If you have initial questions about the workgroup, please contact OneHealthPort.

#### What does this mean for providers?

Not all health plans use CAQH or have a workaround at this time. OneHealthPort will be working with the health plans to determine their preferred method for receiving records and will post this information to our website as soon as possible.

If you have an immediate question for a health plan or a need to submit records to a specific plan urgently, please contact the health plan directly.

If you'd like more information about the Medversant outage, please visit our [website](#) or [contact us](#).