



October 1, 2020

**Dear Choices Network Provider:**

**This notification contains important information that is imperative to all Indiana Choices providers. Please refer to the information that is indicated below.**

Choices values its partnership with community providers, and we appreciate your patience and understanding as we have recently shared several correspondences with you. It is important that our network providers be made aware of recent changes which include the opportunity for your organization to submit invoices for reimbursement more frequently. As we continue working to standardize our processes, reimbursement for services that are preapproved by Choices' personnel and rendered by you or someone from your organization will be processed accordingly.

**Effective October 2020**

Choices will make payments for clean invoices or clean claims on the 14<sup>th</sup> or the last business day of the month.

Please note that these changes will not create delays regarding processing your reimbursement. Therefore, the language that is indicated in the Choices Master Provider Agreement remains relevant. However, the opportunity to submit invoices on a timelier and more consistent basis is a benefit to everyone.

If you have any questions regarding this notification, please contact the Choices Accounts Payable Department at [ap@choicesccs.org](mailto:ap@choicesccs.org) and someone from the team will be glad to assist you.

Your cooperation in this matter is appreciated.

Sincerely,

*TaWanda Dent*

VP of Community and Provider Relations