

# Provider Bulletin

<b>Control Number:</b>	090324
<b>Date:</b>	September 3, 2024
<b>Subject:</b>	Benefit Management, LLC cessation of operations and bankruptcy
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First Choice Health (“FCH”) is sending the attached notification from the Washington State Health Insurance Pool (“WSHIP”) regarding the cessation of operations and bankruptcy of Benefit Management, LLC (“BMI”).

FCH is writing to let you know WSHIP is currently experiencing a temporary disruption in its administrative services. Prescription drug and care management services remain unaffected and continue as usual. **For questions related to prior authorization, please call 1-800-432-8421.**

First and foremost, we want you to know WSHIP coverage remains in place for its enrollees and that you will not lose any payments as a result of this situation. Your service to our enrollees is a high priority.

WSHIP is disappointed this situation occurred. Unfortunately, the third-party administrator WSHIP has worked with for many years (BMI/ValueHealth Benefit Administrators) abruptly filed for bankruptcy and ceased conducting business.

The WSHIP leadership team, along with its partners, are diligently working to resolve this situation and transition to a new administrator. WSHIP is committed to minimizing delays and inconvenience for both WSHIP enrollees and the health care providers who serve them. As we move through this situation, we are in close communication with the WA OIC.

WSHIP hopes to have a new administrative up and running and to re-establish our customer service telephone capabilities very soon. Further information and updates will be shared as they become available.

Thank you for your patience and understanding during this challenging time. If you have any questions regarding the content of this bulletin, please email [ProviderRelations@fchn.com](mailto:ProviderRelations@fchn.com).