

Section 1 - Introduction

1.1 Welcome Network Provider Letter

Welcome to Senior Health Partners (SHP)!

To maintain our standards of excellence and foster a positive and successful collaboration, please see a list of contact information that you should find useful in working with SHP staff.

We welcome your thoughts and ideas at any time, and look forward to seeing you at our scheduled provider orientation session. We schedule individual training sessions with providers, as well as training sessions focused on small and large groups. These sessions are a wonderful opportunity to meet other affiliated providers, learn more about how SHP operates, what you can expect from us and what we expect from you.

In addition, we distribute a comprehensive Provider Manual at the time of contract and we offer 24-hour access to claim, member eligibility, authorization and policy/procedure information on our secure provider website available at www.shpny.org. We update our providers regularly through real-time electronic notifications, quarterly electronic provider newsletters and, when needed, through formal postal mailings. To keep you up to date, we need to be kept abreast of any operational or staffing changes on your end so we can update our provider profile. Our Provider Services staff can be reached at **1-877-737-2693** to answer your questions and direct you to additional SHP resources.

We look forward to a long and successful collaboration with you, and thank you in advance for your cooperation. Together we will provide our members with the excellent quality of care they have come to expect.