

January 4, 2021

Dear Senior Whole Health Provider:

Senior Whole Health (SWH) is pleased to announce that our acquisition by Molina Healthcare, Inc. (Molina) was effective 1/1/21. Like SWH, Molina provides Medicare and Medicaid benefits across the country.

As of now, nothing will change. You will continue to:

- Have the same contract terms and reimbursement rates
- See the same SWH members (SWH member ID cards will still be valid)
- Reach us by the same SWH phone numbers and emails
- Work with the same SWH staff
- Use all SWH provider manuals/handbooks and other materials, phone numbers, websites and portals, and other information sources

In addition, all authorizations and referrals will continue to be valid through the authorization period. Until further notice, please request authorizations and submit claims using the current processes. We'll let you know of any new changes to these and any other processes, and we'll ensure you have the proper instructions and documentation for any new systems we may ask you to use.

We are confident that this merger will continue to allow SWH to grow and improve how we work with our network providers.

Thank you for being a valued part of our network. If you have any questions, please see the FAQ document on the [seniorwholehealthMA.com](http://seniorwholehealthMA.com) provider website.

Sincerely,

David Webster  
Plan President  
Senior Whole Health