**MEMO**

**Date: July 17, 2023**

**To: Detroit Wayne Integrated Health Network Providers**

**From: Ricarda Pope-King. Provider Network Administrator**

**Re: Medversant Technologies. LLC Server Issues**

**CC: Manny Singla, Chief Operating Officer, Brandon Taylor, Director of Managed Care Operations, Shama Faheem, Chief Medical Officer, Melissa Moody, Vice President Clinical Services, Sheree Jackson, Vice President of Compliance, Yolanda Turner, Vice President of Legal Affairs, April Seibert, Director of Quality Management. Junae Tabb, Provider Network Manager**

DWIHN Credentialing and Managed Care Operations staff have been working closely with Medversant Technologies LLC as there has been some loss of functionality because of an IT system upgrade at the Medversant. Medversant team has been working diligently with DWIHN team and all other stakeholders and reporting updates on daily basis. As a result of these efforts, some of the issues have been addressed. Please continue to have your practitioners submit their applications, supporting documentation and update data using the Provider Portal and Microsite.

Detroit Wayne staff will notify you of the resolution as soon as it happens. If you have additional questions or concerns send them to pihpcredentialing@dwihn.org.