

September 19, 2023

From: Medversant Technologies LLC on behalf of Detroit Wayne Integrated Health Network

To: Network Members

Subject: Application Processing Issues

Dear Valued Network Member,

We hope this letter finds you in good health and spirits. We would like to extend our sincere apologies for the recent credentialing processing issues that you and other network members experienced due to ongoing server problems from the period of **6/16/2023 to 8/28/2023**. We understand the frustration and inconvenience this has caused, and we want to assure you that we have resolved the situation.

At Medversant Technologies, we take great pride in providing seamless and efficient services to our valued clients and their network members. Regrettably, the unexpected server problems led to interruptions in our credentialing system, resulting in delays and complications for you and others in our network.

Please accept our sincerest apologies for any stress or inconvenience this situation may have caused. We understand the importance of a smooth credentialing process, especially when it involves time-sensitive matters. Rest assured, our technical team is diligently working to identify the root cause of the server problems and implement necessary measures to prevent similar issues in the future.

As part of our commitment to rectify this and any future situations, we have taken the following steps:

1. **Immediate Action:** Our technical team has resolved the ongoing system issues and restored normal functionality to our credentialing processing system.
2. **Communication Enhancement:** We are implementing improved communication channels to inform you of any issues that may occur in the future as well as the progress of the resolution of those issues.
3. **Preventive Measures:** We are implementing additional safeguards to prevent the recurrence of such technical issues in the future.

We understand that actions speak louder than words, and we are fully committed to making this right for you and our other network members. Your trust and satisfaction are of utmost importance to us.

Once again, please accept our deepest apologies for any inconvenience you have experienced. If you have any questions, concerns, or feedback, please feel free to reach out to our dedicated customer support team at dwhn@medversant.com

Thank you for your understanding and patience through this situation. We value your partnership and look forward to serving you with the exceptional service you deserve.

Sincerely,

Medversant Client Services Team
Medversant Technologies LLC.