

## **ATTENTION UNISON HEALTH PLAN OF OHIO PROVIDERS**

### **SUBJECT- COORDINATION OF BENEFITS (COB)**

We are currently experiencing longer wait times on our Member Service and Provider Service toll free numbers. This delay is due to an issue surrounding Coordination of Benefits (COB) information in our claims payment system. Unison Health Plan of Ohio is aware of this problem and we are working to rectify the situation and to pay the impacted claims, as soon as possible.

**Please do not send requests, telephonically or in the mail, asking us to correct erroneously denied COB claims. Once our system is fixed, we will update our providers, as to what the next steps will be to correct all previously erroneously denied claims.**

When defined timeframes are established, regarding when this situation will be corrected and when you can expect payment on impacted claims, updates will be provided. Regular updates will also be provided on our internet site [www.unisonhealthplan.com](http://www.unisonhealthplan.com), so please be sure to check this site regularly.

Thank you and we apologize for this inconvenience.