To Providers: An update on provider applications processed using ProviderOne

Thank you for your patience as we continue addressing challenges with the ProviderOne software integration. Using ProviderOne, which was required by the Legislature, has been a big adjustment for all of us.

We've been working closely with our IT partners to improve the system and resolve the issues that have affected processing times. Over the past six months, we've made progress and have shortened the time it takes to process new provider applications and update account information. As of December 2024, the longest wait time is 117 days. Our goal is to bring that down to under 90 days—faster than the industry standard.

We truly appreciate your patience and partnership as we continue working toward a system that better serves you and makes it easier for us to meet your needs. If you have any questions, please don't hesitate to contact the Provider Accounts and Credentialing team.

Respectfully,

Karen Jost

Karen Jost
Health Services Analysis Program Manager