



September 25, 2025

RE: Management Services Organization Change

Dear Provider,

We are pleased to announce a change in our Management Services Organization (MSO). Effective January 1, 2026, Canopy Health's MSO will be MedPOINT Management (MPM). As of this date, all claims that are Canopy Health's responsibility must be submitted to MPM.

**Claims Processing and Submission Information:**

- Providers should continue to submit paper claims to Conifer Value Based Care until **December 22, 2025** and electronic claims until **December 28, 2025**
- All Claims regardless of dates of services will be processed by MedPOINT Management starting January 1, 2026.

**Electronic Claims Submission (Preferred Method):**

- Office Ally Payor Identifier: MPM71
  - To establish electronic submissions, contact Office Ally directly at (866) 575-4120
- Change Health Payor Identifier: CNPY1

**Paper Claims Submission:**

- Hard copy submissions may be submitted, but are not preferred  
CANOPY HEALTH  
P.O. Box 7020-26 Tarzana, CA 91357

**Customer Service:**

After January 1, 2026, providers may call MPM for claims-related information and issues.

- Phone: +1 (800) 898-1016

**Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA):**

Canopy Health, in partnership with MPM, is pleased to offer providers the opportunity to enroll in Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) services. Through our collaboration with Zelis, this new digital payment solution streamlines claims payments, enhances security, and provides faster, more efficient access to your payment information.

Information regarding how to register will be shared in a communication closer to the transition date.

**Transition of Claims, PDRs and Appeals:**

Any claims received by our current MSO, Conifer Value Based Care, prior to the transition date that have not yet been processed by Conifer will be forwarded to MPM for processing. In addition, all PDRs and appeals in progress will be transferred to MPM. There is no need to submit to both MSOs.

**Authorizations issued by Canopy's IPA:**

Any authorizations issued by Canopy's IPAs prior to the transition date will be transitioned to our new MSO and providers are not required to re-submit authorizations to MPM.

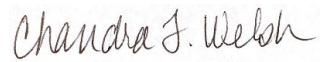
**Provider Portal and Training:**

Starting January 1, 2026, MPM's provider portal will offer providers access to claim status updates, the ability to submit PDRs, and the option to check patient eligibility. MPM will offer several training sessions to educate the Canopy provider network on the provider portal, both before and after the transition date.

Information on how to register for MPM's provider portal and more details on training sessions will be included in follow-up communications.

We will provide you with additional details via email through the end of the year. If you have any questions, you can reach out to Canopy Health Provider Relations at [chcontracting@canopyhealth.com](mailto:chcontracting@canopyhealth.com)

Sincerely,

A handwritten signature in dark ink that reads "Chandra J. Welsh". The signature is written in a cursive, flowing style.

Chandra Welsh  
Chief Operating Officer  
Canopy Health