

Date: 11/01/07

Healthy Kids

Provider Notice: #HK0016

Subject: PHC System Implementation

PHC is planning to implement a new plan wide computer system the first weekend of December, 2007. This system change will involve the following processes: authorizations, claims, finance and membership.

This is a major transition for the HealthPlan. The HealthPlan has been working toward this implementation for 11 months and has made every effort to prepare for this change. While we do not anticipate major issues, you may see a reduction in the response of the HealthPlan in daily operations as we make the adjustment to the new system in December.

We appreciate your patience through this transition.