

**IMPORTANT PLAN UPDATE:** No Immediate Action Required

**Please be aware that, effective January 1, 2022, Longevity Health Plan will change its provider of payments services to VPay: Digital Claim Payment Processing Systems.**

This change does not require any attention at the moment; however, beginning January 1, 2022, you, as the Provider Payee, will receive via fax a Virtual Credit Card (V-Card) containing reimbursement funds from Longevity. If we do not have your fax number, we will mail your V-Card via USPS. This V-Card will be in the form of a Mastercard Payment that can be processed through your merchant terminal.

If you elect to accept payment by V-Card, processing fees will be assessed at the rate specified in your merchant agreement with your bank. **If your organization prefers a different form of payment (e.g., enrolling in EFT or paper check for all future claims), please email** [**support@vpay.usa.com**](mailto:support@vpay.usa.com) **or call 1-888-920-0623 to discuss your payment preference after the first V-Card is received.**

If your organization does not process the V-card payment a paper check will be mailed to you after 45 days.

If you have any questions about this notification, please call us:

* Longevity Health Plan of North Carolina: 1-888-312-5196
* Longevity Health Plan of Michigan: 1-888-312-8825
* Longevity Health Plan of Oklahoma: 1-888-585-1611
* Longevity Health Plan of Colorado: 1-888-313-3609
* Longevity Health Plan of Florida: 1-866-224-9499
* Longevity Health Plan of New Jersey: 1-888-899-8490
* Longevity Health Plan of New York: 1-888-885-7337
* Longevity Health Plan of Illinois: 1-888-886-9770

## SSI will continue to be our clearinghouse and can be reached at SSI Claimsnet Customer Support

* **Phone:** 800-356-0092
* **Email Address:** [HelpDesk\_Dallas@ssigroup.com](mailto:HelpDesk_Dallas@ssigroup.com)