



## DataPath Update

The VEHI management team met with the DataPath (DPAS) team yesterday to check-in on their status. We have a couple of points that we want to share.

### 2018 Clean-up

DataPath is continuing to work through claims files to identify claims that were missed in earlier stages of reprocessing. The claims reprocessing that began in the early fall was not expected to take this long to complete, but new complications arose.

DPAS assures us it is working diligently to address the remaining issues, and that it will continue the clean-up work until it is properly finished. VEHI is maintaining close contact with DPAS to make sure the needs of schools and school employees are met fully and as quickly as possible.

Districts should continue to work with their account managers, and employees can either outreach to customer service (866-207-3028, Mon-Fri, 9:00 am - 6:00 pm) to identify issues, or wait for the claims to be identified through the review process over the next several weeks.

This is not the anticipated outcome of the claims reprocessing that was done in the early fall, however, they are working to address the issues.

### 2019 Accounts with Debit Cards

DPAS has told us that all 2018 debit cards were shut off as of 12/31/18. New 2019 debit cards (with DPAS information on the back) have been issued and should be received beginning this Thursday, January 10. DPAS reports that the reorder process took a little longer than normal because the system processing the cards treated them as "brand new."

VEHI was also informed by DPAS that timing of the issuance of new ID cards was communicated to district representatives (business managers or human resources reps) during the renewal process.

This week, VEHI staff received a few calls from subscribers about their 2018 cards not working, so we wanted to be sure that you are aware of the situation with the 2019 cards and that you make your employees aware as well if you have not already done so.

This notification has been sent to School Business Officials, Human Resources, Local Union Leaders and Health Plan Members.

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