

November 30, 2020

Dear Healthcare Provider:

As a national leader in the Healthcare industry, Centene Corporation has healthcare operations in all fifty states with over twenty four million members nationwide. That is one in fifteen American lives. Their products include Commercial, Correctional healthcare services, Medicaid, Medicare and Marketplace. Centene is currently in the process of building a new Nationwide Commercial (PPO) Preferred Provider Organization Network called **HealthSmart Complete**.

HealthSmart is a wholly owned subsidiary of Centene Corporation, and is one of the largest third party administrators (TPAs) in the country and the premier provider of customizable and scalable health plan solutions for self-funded employers.

Centene's acquisition of **HealthSmart** and the building of **HealthSmart Complete** is **Centene's** entrance into the commercial insurance space. This new robust nationwide PPO network will provide an opportunity to expand the payer mix of providers, and allow flexibility for employers that is not available in the market today.

Centene has recognizes the important role you play to ensure member access to high quality services. That's why we are committed to lasting partnerships, through which we will provide resources and support for you when and how you need it -- reducing administrative hassles so you and your staff can continue to focus on patients. **HealthSmart Complete** provider solutions include:

- *Enhanced provider engagement resources and services*
- *Dedicated claims support for prompt payment*
- *Reporting for improved & timely patient outreach*
- *Online tools for claims, member eligibility, and more*

We are excited by the opportunity to work with our health care provider network to improve the health outcomes for the Commercial Insurance clients in your state. If you are interested in partnering with an organization dedicated to focused, compassionate and coordinated care, please complete the following initial steps:

- 1) Call our contracting team at **(833) 933-2272** and provide your W-9 tax form in order to have a provider-specific Participating Provider Agreement created, or you may also request an agreement by visiting www.HealthSmartComplete.com and "clicking" on the "Join Our Network" tab;
- 2) Once obtained, execute the Participating Provider Agreement;
- 3) Complete the appropriate credentialing documents.
- 4) Return all materials to us using one of the following methods:
 - Scan and Email to Contracting@HealthSmartComplete.com
 - Fax to **(833) 955-2484**
 - Or mail by postal service to the following address:

HealthSmart Complete
Commercial Contracting Team
7700 Forsyth Blvd.
St Louis, MO 63105

Enclosed, you will find further information about the **HealthSmart Complete** network.

If you have questions regarding the contracting process or joining the network, please call our contracting team at **(833) 933-2272** or visit our website www.HealthSmartComplete.com.

Sincerely,

A handwritten signature in blue ink that reads "Kurt Malcolm".

Kurt Malcolm

Vice President, Network Development

HealthSmart Complete