



November 21, 2025

RE: Management Services Organization Change

This is an updated notice regarding the transition of our Management Services Organization (MSO). You previously received 90-day and 60-day notifications; this serves as your **30-day** reminder.

Effective **January 1, 2026**, MedPOINT Management (MPM) will serve as Canopy Health's MSO. All Canopy Health claims must be submitted to MPM starting on this date.

**Key Dates:**

- **Paper claims:** Continue submitting to Conifer Value Based Care until **December 22, 2025**.
- **Electronic claims:** Continue submitting to Conifer until **December 28, 2025**.
- **Claims processing by MPM:** Effective **January 1, 2026**, all claims will be processed by MPM.

**Claims Submission:**

- **Electronic claims** (Preferred method):
  - Office Ally Payor Identifier: MPM71
  - Change Health Payor Identifier: CNPY1
- **Paper claims:**
  - CANOPY HEALTH
  - P.O. Box 7020-26, Tarzana, CA 91357

**Customer Service (after Jan. 1, 2026):**

- **Phone:** +1 (800) 898-1016

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

Beginning **January 1, 2026**, all payments will be processed through Zelis. Please watch for correspondence from Zelis and contact them at **855-774-4392** if you need assistance. Additional guidance on the Zelis registration process is included.

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

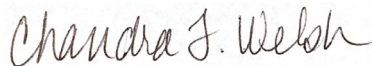
Claims, PDRs, and appeals currently in progress with Conifer will be forwarded to MPM; resubmission is not required. Authorizations issued by Canopy's IPAs before the transition will transfer automatically.

**Provider Portal and Training:**

MPM's provider portal will be available on **January 1, 2026**. **Training sessions** will be offered before and after the transition; please refer to the attached schedule. We look forward to your participation.

Thank you for your attention and cooperation. For questions, please contact Canopy Health Provider Relations at [chcontracting@canopyhealth.com](mailto:chcontracting@canopyhealth.com).

Sincerely,



Chandra Welsh  
Chief Operating Officer  
Canopy Health

**Document Titles:**

- Improved Claims Payment Experience through Zelis – Effective 1.1.2026
- MedPOINT Management Web Portal Training

## Improved Claims Payment Experience through Zelis – Effective January 1, 2026

---

Effective January 1, 2026, Canopy Health has partnered with Zelis to simplify claims payment processes for services where Canopy Health is at risk and not the IPA or Health Plan. Zelis provides Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) services. This change aims to deliver faster, more secure, and more flexible provider payments, along with easier access to your payment information.

### Benefits

- Consolidated payment transactions
- Simplified payment collection
- Secure electronic platform

### Services

- EFT payments
- ERA / EDI / 835 files
- EOBs / EOPs

### What You Need to Know:

- Zelis will be implemented starting January 1, 2026
- All providers must register with Zelis to receive EFT/ERA services
- If you are already enrolled with Zelis through another payer, re-enrollment may not be necessary
- MedPOINT, on behalf of Canopy Health, will offer a free solution for you to receive your ACH payments and corresponding electronic EOBs/EOPs to align with our “Go Green” initiative

### How to Register for the Free Zelis ePayment Center:

1. Visit: <https://MedPOINTmanagement.epayment.center/registration>
2. Follow the instructions to obtain a registration code.
3. A customer service representative will review your registration, and a confirmation link will be sent to your email once it is confirmed.
4. Follow the link to complete your registration and set up your account.
5. Log in to the portal.
6. Enter your bank account information.
7. Select remittance data format options.
8. Review and accept the ACH Agreement.
9. Click “Submit”.

Upon completion of the registration process, your bank account will undergo a pre-notification process to validate the account before commencing EFT delivery. This process may take up to six business days to complete.



### Need Help?

For Assistance with the Free Zelis ePayment Center

☎ (855) 774-4392 | ✉ [help@epayment.center](mailto:help@epayment.center)

Hours of Operation: Mon-Thu 9:00 AM-7:00 PM EST, Fri 9:00 AM-5:30 PM EST

### Optional: Zelis Payment Network (ZPN – Low-Cost Option)

You may also choose to enroll in the Zelis Payments Network (ZPN) for a single login to over 400 payers, with automated enrollment, Automated Clearinghouse (ACH) delivery, and multiple data formats, including XLS, as well as custom reporting options.

Please Note: This is an optional service and any associated fees are charged by Zelis, not by Canopy Health or MedPOINT Management.

To enroll or learn more about Zelis Payment Network (ZPN):

☎ (855) 496-1571 | 🌐 <https://www.zelis.com/providers/provider-enrollment/>

Hours of Operation: Mon-Fri 8 AM to 7 PM EST

Thank you for your cooperation.

## MedPOINT Management Web Portal Training

MedPOINT Management (MPM) is excited to offer web portal training sessions to prepare providers and staff for the upcoming transition. To ensure you are prepared, take action now: register yourself and your team for at least one session. Share this invite promptly with all who may benefit from this training.

Date & Time	Webinar Access
Wednesday, 12/3/2025 10 am – 11:30 am	<a href="https://events.teams.microsoft.com/event/1ebbf5-63fb-4907-be06-63b0c4ccbd58@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/1ebbf5-63fb-4907-be06-63b0c4ccbd58@155d587d-1396-4359-babd-bc96d4a6058b</a>
Thursday, 12/4/2025 1 pm - 2:30 pm	<a href="https://events.teams.microsoft.com/event/ee23a5a0-304a-42f2-a6ac-5e2c9a927b2c@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/ee23a5a0-304a-42f2-a6ac-5e2c9a927b2c@155d587d-1396-4359-babd-bc96d4a6058b</a>
Tuesday, 12/9/2025 1pm - 2:30pm	<a href="https://events.teams.microsoft.com/event/db0af981-be1c-4ebc-b0e4-b4ca8fe71b2d@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/db0af981-be1c-4ebc-b0e4-b4ca8fe71b2d@155d587d-1396-4359-babd-bc96d4a6058b</a>
Wednesday, 12/10/2025 10am - 11:30am	<a href="https://events.teams.microsoft.com/event/93271ee1-deca-4f04-abac-c4a3c434ba54@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/93271ee1-deca-4f04-abac-c4a3c434ba54@155d587d-1396-4359-babd-bc96d4a6058b</a>
Tuesday, 12/16/2025 10am - 11:30am	<a href="https://events.teams.microsoft.com/event/d6f3089a-135f-4bb1-bca2-225d1aea1223@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/d6f3089a-135f-4bb1-bca2-225d1aea1223@155d587d-1396-4359-babd-bc96d4a6058b</a>
Wednesday, 12/17/2025 1pm - 2:30pm	<a href="https://events.teams.microsoft.com/event/e1b66624-3b97-43ce-a261-364ff108dc14@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/e1b66624-3b97-43ce-a261-364ff108dc14@155d587d-1396-4359-babd-bc96d4a6058b</a>
Thursday, 12/18/2025 10am - 11:30 am	<a href="https://events.teams.microsoft.com/event/42ec73d3-506d-41ac-8a4d-d214ba086747@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/42ec73d3-506d-41ac-8a4d-d214ba086747@155d587d-1396-4359-babd-bc96d4a6058b</a>
Tuesday, 1/6/2026 10am - 11:30am	<a href="https://events.teams.microsoft.com/event/6b265e24-3417-43b8-b479-a8752a5f6819@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/6b265e24-3417-43b8-b479-a8752a5f6819@155d587d-1396-4359-babd-bc96d4a6058b</a>
Thursday, 1/8/2026 1 pm - 2:30 pm	<a href="https://events.teams.microsoft.com/event/ec6ed5d7-62ce-4c42-a9eb-7edb1e97733d@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/ec6ed5d7-62ce-4c42-a9eb-7edb1e97733d@155d587d-1396-4359-babd-bc96d4a6058b</a>
Tuesday, 1/13/2026: 10am - 11:30am	<a href="https://events.teams.microsoft.com/event/eafdd787-a39e-4c98-aaa4-cc7616a0ee5e@155d587d-1396-4359-babd-bc96d4a6058b">https://events.teams.microsoft.com/event/eafdd787-a39e-4c98-aaa4-cc7616a0ee5e@155d587d-1396-4359-babd-bc96d4a6058b</a>

### Key Features Covered in the Training:

#### ✓ Eligibility Tools

- Access member eligibility information.
- Generate reports.



✓ **Claims Management**

- Check claims adjudication status.
- Understand claim adjustments.
- Upload and attach documents to submitted claims.

✓ **Real-Time Communication**

- Submit inquiries/PDRs and connect directly with MPM staff regarding Claims.

✓ **Stay Updated**

- Receive alerts and updates directly from MPM.

Don't miss this opportunity to enhance your and your staff's (eligibility verifiers, referral coordinators, billing, front office, and back office) understanding of and experience with the MPM web portal's features. To register, select your preferred date and time, open the corresponding link, and complete the registration form for you and your team. Secure your place now and take the next step toward simplifying your claims management. We look forward to seeing you at the training sessions!