

## Provider Communication

<b>Subject:</b> Fiscal Agent Transition Update: Correspondence/Document End Dates	<b>Priority:</b> <b>High</b>
<b>Date:</b> September 17, 2010	<b>Message ID:</b> ACSBNR09172010_1

### Dear Provider:

Due to the fiscal agent transition from ACS, a Xerox Company to HP Enterprises, scheduled for November 1, 2010, ACS will no longer accept the following correspondence/document types, effective on the dates listed below:

Correspondence	Document/Correspondence Type	ACS will no longer accept after:
Provider Enrollment	Paper requests for enrollment	September 24, 2010
	Web requests for enrollment	September 24, 2010 by Midnight
	Paper and Web updates to existing provider files	September 24, 2010 by Midnight for Web updates
Member Correspondence	Paper	October 15, 2010
	Web	October 15, 2010 by Midnight
	Fullard Review	October 15, 2010
Provider Correspondence	Paper	October 15, 2010
	Web	October 15, 2010 by Midnight
Claims	Paper	October 15, 2010
	EDI	October 21, 2010
	Web	October 21, 2010 by Midnight
Provider Field Rep Visit		October 22, 2010
Provider/Member Call Center (CIC)		October 29, 2010 at 5:00 pm
Web Portal Inquiries Only and Retrieving Web Portal Documents		October 31, 2010 by Midnight

If you have questions, please contact the Customer Interaction Center (CIC) at 1-800-766-4456 or use the Contact Us feature located at the top-right corner of the GHP Web Portal ([www.ghp.georgia.gov](http://www.ghp.georgia.gov)).