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www.culinaryhealthfund.org

October 22, 2020

Dear Culinary Provider,

In partnership with Zenith American Solutions, our claims administrator, the Culinary Health Fund is in the process of converting to a new claim processing platform. The migration over to a more efficient and widely supported claim processing platform is expected to be completed by mid-November.

During the final phases of the conversion we will begin a transition period. No claims will be processed on our legacy platform and no claims will be processed on the new platform. This transition period is expected to last approximately two weeks.

Upon completion of all data validation, claims adjudication will resume. Understandably, there will be a larger than normal inventory of claims on hand to resolve. Production will also be below average in the early weeks while our associates familiarize themselves with the new platform as well as auditing all claims.

We appreciate your patience and consideration of delays in payment of your claims during this transition period. We will be monitoring all processes closely to return to normal turnaround times as quickly as possible.

In addition, we recently faxed and emailed out a questionnaire requesting the most current mailing address and zip code for your practice. Having your practice's correct demographic information will be vital in our new system for accurate and timely processing.

If you have any questions, you can contact me at (702) 275-8986 or one of our Healthcare Services Associates at (702) 892-7313, option 2.

Sincerely,

Cindy Pearson
Director of Healthcare Networks