



**innovation**  
**HEALTH**<sup>SM</sup>  
Aetna | Inova

*Together. Better Health.*

## **Bswift Update**

We want to apologize for any inconvenience that you and your clients have experienced in recent months with the enrollment process. It is very disappointing that despite repeated efforts, our teams have not been able to work through many of the unresolved enrollment and coverage issues for your clients and members. We have been spending much of the last two weeks getting an in-depth debrief on reasons why we have not been successful, and the fundamental issues that still remain. We believe we have a more clear understanding of the required correction work that is needed for a permanent fix. I am personally involved to ensure we have the right people and resources dedicated to this renewed effort.

We are in the process of performing a full audit that will show all changes, errors and updates. The audit will provide us a full and complete picture. We'd like to share some of the steps we are taking:

- We understand that many of you have contacted the service center for assistance and may be experiencing delays in responses and resolution. Our goal is to respond within 24 to 48 hours; however, we acknowledge delays in our responses due to the high volume of incoming calls and requests. We want to assure you that we are tracking all of your calls and tickets to ensure that they are addressed.
- We have conducted a full comparison between the Innovation Health eligibility database and the Innovation Health Private Exchange to ensure that the systems are in sync.
- The investments we are making will take some time, but we firmly believe that within 30 days we will be in a much better position.
- We understand that billing and invoices are a concern, and we are drafting a communication to accompany next month's billing.
- We will continue to update you weekly on our progress until we have completed our correction work.

Again, thank you for your patience. We look forward to earning your trust back.