



Dear Medicaid Providers:

We want to keep you informed of our decisions involving COVID-19. Please note that in an effort to protect our staff and our community, we have decided to transition to remote operations beginning **Tuesday, March 17 until further notice**. We will continually assess whether our office will continue working remotely or resume our regular on-site operations.

The IVR is available and you will still be able to receive telephonic support during this time. You can also send an email to the following to request assistance:

- Provider Inquiry: providerinquiry@conduent.com
- EDI Support: edisupportdc@conduent.com
- Provider Field Services: dc.providerreps@conduent.com

Please remember, the Web Portal is your first source for Medicaid information!!

We know this is a difficult and demanding time for everyone, and we assure you Conduent will continue to support you. We are all in this together as we work to empower people to transform healthcare.

Thank you for your continued support and understanding. Be safe and be well.