



PROVIDER NEWSLETTER

Summer 2026

WELLSPAN HEALTH



Although Quest will no longer administer behavioral health benefits for UPHS and UPENN effective June 30, 2026, Quest Behavioral Health will continue operations until the end of the year for WellSpan Health.

Please do not discontinue treatment prematurely, as Quest will continue to administer Behavioral Health and Employee

Assistance Program (EAP) benefits for **WellSpan Health** through **December 31, 2026**.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Please call us to confirm eligibility and benefits, as employer groups will have different transition dates between now and December 31, 2026.

UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM (UPHS)

Information related to transition period, billing and reimbursement, joining the network, scope of services, technology and clinical requirements and provider support can be found at the following link:

[UPHS Providers | Lyra Health](#)

Provider questions related to CARELON – 800-397-1630

<https://www.carelonbehavioralhealth.com/providers/join-our-network>

UNIVERSITY OF PENNSYLVANIA (UPENN)

If you have questions about becoming a network provider with IBX, please visit <https://www.ibx.com/resources/for-providers>.

800-ASK-BLUE between now and 6/30/2026

800-688-1911 as of 7/1/2026

To support continuity of care and transition planning, we are pleased to provide a claims report identifying your current members and their associated plans.

Please submit all requests for claims reports to provider@questbh.com.

Thank you for your continued dedication and support of our mutual clients.