



PROVIDER NEWSLETTER

Fall 2026

In preparation for Quest wind-down transition, there are several housekeeping updates and recommendations to share.

CLAIM SUBMISSION UPDATES

Timely filing deadline – December 17, 2027

Claims and claim corrections for services rendered on or before December 31, 2026, must be submitted by December 17, 2027. Quest will adhere to applicable timely filing requirements, however, claims for services rendered on or after December 17, 2026 must be received by or before December 17, 2027.

Please be assured that claims will continue to be processed and reimbursed promptly throughout the transition.

Mail paper claims to:

Quest Behavioral Health PO Box 1032 York, PA 17405

OR

email to claims@questbh.com

Important Dates

<u>Effective Date</u>	<u>Service</u>
December 31, 2026	Provider contracts terminate
March 31, 2027	Last day Quest will take incoming calls
September 1, 2027	Last day Quest will return “unclean” claims; Last day Quest will accept web form submissions
December 17, 2027	Last day Quest will accept claims & claim corrections

ePayments with Zelis

Attention all providers who will be continuing to submit claims during Quest's wind down:

Quest is recommending you sign-up for **direct deposit** (electronic payments) at **NO COST** to you!

Get set up today to avoid payment delays! Call Zelis Payments at **855-774-4392** or email help@epayment.center.

Through our ePayment Center, you will also have access to your Quest Explanation of Payment (EOP) and 835 file delivery.

Provider Participation Agreement Termination Notice

December 31, 2026

Quest has sent provider participation agreement termination letters via certified mail. If your practice has not received a letter, please contact us at provider@questbh.com.

Provider Network

As part of the planned wind-down of Quest operations and our commitment to ensuring continuity of care for our shared clients, Quest discontinued provider credentialing effective September 2026.

During the transition period, Quest will offer short-term Single Case Agreements (SCAs) for providers who are currently treating members and are either already participating with, or actively pursuing participation in, the member's future insurance carrier network.

To help minimize disruptions in care, providers who choose to remain out-of-network or who do not meet the credentialing requirements of the member's future insurance carrier may not be eligible for a Single Case Agreement.

Inquiries

Quest Behavioral Health will not accept incoming telephone calls after March 31, 2027. Inquiries should be submitted as follows; please allow one to three business days for response.

- General Inquiries, Benefits and Eligibility, Appeals and Complaints: membership@questbh.com
- Claim Submission and Inquiries: claims@questbh.com
- Provider Inquiries (contracts, reimbursement, etc.): provider@questbh.com
- Referral and Authorization Inquiries: questcaremanagement@questbh.com
- TapestryLink Support: questtaplink@questbh.com
- Fax: 717-851-1414

All inquiries containing PHI (Protected Health Information) must be sent using a secure, encrypted email service. You may register for a secure email portal at <https://securemail.wellspan.org/Encrypt>. Responses containing PHI will be encrypted; external recipients will receive a secure email message from WellSpan Health which will require a one-time registration to be completed for retrieval of response.

Insurance Transition Information

WELLSPAN HEALTH

Effective January 1, 2027

Service	Organization	Network Information Page and FAQs	Provider Questions or Concerns
Outpatient	Lyra Health	WellSpan Providers Lyra Health	WELLSPAN@lyrahealth.com
Outpatient and Higher Level of Care	Carelon Behavioral Health	Join Our Provider Network Carelon Behavioral Health.	800-397-1630
EAP	Lyra Health	WellSpan Providers Lyra Health	WELLSPAN@lyrahealth.com

UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM [UPHS] Effective July 1, 2026

Service	Organization	Network Information Page and FAQs	Provider Questions or Concerns
Outpatient	Lyra Health	UPHS Providers Lyra Health	UPHS@lyrahealth.com or 844-691-2309
Outpatient and Higher Level of Care	Carelon Behavioral Health	Join Our Provider Network Carelon Behavioral Health.	800-397-1630
EAP	Penn Medicine EAP	Penn Medicine EAP Penn Medicine EAP Perelman School of Medicine at the University of Pennsylvania	888-321-4433

UNIVERSITY OF PENNSYLVANIA Effective July 1, 2026

Service	Organization	Network Information Page and FAQs	Provider Questions or Concerns
Behavioral Health	Independence Blue Cross	Pennsylvania Health Insurance Independence Blue Cross (IBX)	800-688-1911
EAP	CuraLinc Healthcare	https://curalinc.com/	888-503.-2380