



OneHealthPort Advisory on Medversant Credentialing Outage

To all providers and health plans using credentialing services,

For the past several months, many of you have been affected by intermittent outages and downtime with Medversant ProviderSource and Client Portal credentialing services, culminating in what we understand is a nationwide outage of Medversant's services as of August 7, 2023.

The problems with the credentialing system have made it difficult to impossible for providers to use ProviderSource to upload provider data, and for health plans to use the system's Client Portal to pull provider-attested records. OneHealthPort is in contact with Medversant to understand what actions they are taking to resolve the outage.

OneHealthPort is also working with the Office of the Insurance Commissioner (OIC) to evaluate all options to resolve these credentialing challenges for providers and health plans. Resolving the challenges faced by providers and health plans is our number one priority.

According to Medversant, ProviderSource and Client Portal will be down at least until August 14, 2023. We will continue to send out regular communications as we learn more about Medversant's efforts to resolve the issues and any progress they are making.

Please see our [Medversant Credentialing Outage FAQ](#).

For [more information or to contact us](#).