



April 3, 2020

To El Paso Health Providers,

Due to current circumstances regarding the COVID-19 virus, and the guidelines issued by the Federal, State and Local governments to practice social distancing and a reduction in personnel staff; El Paso Health will be implementing precautionary measures immediately.

Effective today, our Provider Relations Team will suspend Provider office visits. Our team will continue to be available to you via phone, Monday-Friday, 7 a.m. - 5 p.m. at (915) 532-3778, or email at providerservicesdg@elpasohealth.com. If you are in need of immediate attention, we ask you to contact your specific representative, if he or she is unavailable, please feel free to contact Mario Flores- Senior Director of Provider Engagement at (915) 298-7198 extension 1133, and he can assist you.

As it pertains to claims and payment, please be assured that our claims team will continue to process your claims and we will continue to issue payments twice a week.

We thank you for your patience and understanding. We remain hopeful that this suspension will end soon and your representative will be practicing business as usual.

Sincerely,

A handwritten signature in black ink that reads 'Francisco J. Dominguez'.

Frank Dominguez
President and CEO
El Paso Health