



7/17/26

Dell Children's Health Plan's New Third-Party Administrator Reminder

Dear Valued Provider,

In May, Dell Children's Health Plan sent a soft announcement about our transition to a new Third-Party Administrator (TPA) **effective Dec. 1, 2026**.

As a reminder, this change is part of our ongoing efforts to enhance operational efficiency, improve service delivery and strengthen support for our provider network. This transition is administrative in nature and does not alter your existing participation agreement, reimbursement rates or contractual terms with Dell Children's Health Plan.

Outlined below you will find a timeline of what you can expect over the next couple of months. Our goal is to ensure a smooth and seamless implementation process.

Pre-Go-Live Phase	Activities
July-October 2026	Provider Relations Liaisons will be visiting providers offices to deliver handouts with new TPA information.
September 2026 (90 days from Go-Live)	Provider Relations will email network providers with invitations to join us for TPA informational webinars.
October-November (60 days from Go-Live)	Provider Relations will conduct TPA informational webinars.
Nov. 1, 2026 (30 days from Go-Live)	Provider Relations will email network providers a 30 days till go-live reminder.
Dec. 1, 2026 (Go- Live Day)	Claims with dates of service of 12/1/2026 need to be submitted to the new TPA.
Post Go-Live Phase	Activities
30 days post go-live	Provider Relations will email network providers a reminder to open the new year.
45 days post go-live	Targeted email notice to providers submitting claims to old TPA.

If you have any urgent questions in the meantime, please reach out to our Provider Relations team by email at shpproviderservices@seton.org or by phone at 1-512-324-3125, Opt 4.

We appreciate the care you provide to Dell Children's Health Plan members and look forward to this new chapter together.

Best regards,

Dell Children's Health Plan
Provider Relations Team