



MultiPlan Name Change FAQ

Question: Has MultiPlan been sold?

Answer: No, MultiPlan has not been sold. **This is a name change only.** We are rebranding to better represent the full scope and breadth of the company as a healthcare technology, data and insights company focused on delivering affordability, transparency and quality to the U.S. healthcare system.

Question: Why are you making this name change?

Answer:

- It's important that we have a name and brand that truly represent the full scope and breadth of the company as a health technology organization.
- A rebrand allows us to better represent the vast constituents we serve across the healthcare ecosystem and the diverse set of products that we have today.
- We are proud of the MultiPlan heritage and will continue to use MultiPlan as a product brand for our network, which is well recognized and branded today.

Question: Is the name change effective immediately?

Answer: Yes

Question: What will change for providers?

Answer:

- The MultiPlan corporate name and logo are the only change that providers will see at this time.
- The contracting entity for provider agreements will not be changing at this time and will simply be updated to note the Claritev name as a "doing business as" (d/b/a) name (i.e., MultiPlan, Inc., d/b/a Claritev, Inc., on behalf of itself and its subsidiaries).

Question: What remains the same for providers?

Answer:

- Contracts remain in full force with a simple update to note the Claritev d/b/a name in any future amendments.
- Provider network branding remains the same with no changes.
- ID cards will remain the same at this time, since our network names are not changing. If any future changes are required, ample notice will be given.
- There will be no immediate changes to the contact information (phone number, email address, portal link) providers should use to communicate with us. If any future changes are required, ample notice will be given.

Question: How will this affect our current contract? Is my contract still valid?

Answer: This is a name change only; therefore, it does not require you to sign a new client agreement – or to assign your existing client agreement. Your current agreement is still in effect. All terms and rates will remain in full force for the duration of the agreement.

Question: Will my rates change?

Answer: No - This is a name change only, therefore, your current rates, as reflected in your contract, remain in place.

Question: What are the plans for further communication during this change?

Answer: Please check our website often for updates as they are available. Information may also be shared in provider newsletters and in the provider portal. If any future changes are required, ample notice will be given.

Question: What logo will be used on ID cards?

Answer: ID cards will not need to be changed, at this time. Our provider network names will remain the same (i.e., MultiPlan, PHCS, Beech Street, etc.). If any future changes are required, ample notice will be given.

Question: Can I continue to accept ID cards that indicate MultiPlan?

Answer: Absolutely. ID cards will not need to be changed, at this time. Our network names will remain the same (i.e., MultiPlan, PHCS, Beech Street, etc.). If any future changes are required, ample notice will be given. You can always find the most up to date information on MultiPlan's provider handbooks found at <https://www.multiplan.us/healthcare-providers/>

Question: Will the contact information remain the same?

Answer: MultiPlan employees will be receiving new email addresses in the near future. For a period of time, MultiPlan email addresses will forward to the new email addresses. We will work with you to make any updates needed. You can always find the most up to date information on MultiPlan's provider handbooks found at <https://www.multiplan.us/healthcare-providers/>.

Question: Will I need to re-enroll to access the Provider Portal?

Answer: No, you will be able to access the Provider Portal using your current information.

Question: Will there be any changes to the credentialing process because of this change?

Answer: Not that we are aware of at this time. If any future changes are required, ample notice will be given. You are a valued part of our networks.