



February 11, 2026

PROVIDER PORTAL UPDATE: ISSUES IDENTIFIED

Dear Community Provider,

We want to inform you of some recent issues affecting the Provider Portal.

Some providers are experiencing technical issues utilizing the portal. We understand how important these tools are to your daily workflow, and we sincerely apologize for the disruption this may be causing.

The root cause has been identified, and our technical team is actively working to resolve the issues as quickly as possible. We are prioritizing this fix and will provide updates as soon as the matter is fully resolved.

We truly appreciate your patience and partnership as we work through this.

If you have urgent needs in the meantime, please contact our Provider Services team or your Provider Performance Manager for assistance.

- 713.295.2295 | 1.888.760.2600 (Medicaid/CHIP)
- 713.295.6704 (Marketplace)
- 713.295.5007 (HMO D-SNP)
- 713.295.2300 | 1.888.435.2850 (STAR+PLUS)
- ProviderRelationsInquiries@CommunityHealthChoice.org

Thank you for your continued collaboration and the care you provide to our Members.

Sincerely,

Community Health Choice