

SEPTEMBER 28, 2026 PROVIDER BULLETIN

Subject: Antidote Health Provider Update: Enhanced Provider Support & Payment Processes

Dear Provider,

We want to make you aware of several important enhancements Antidote Health is making to its provider operations and payment processes.

Beginning September 28, Antidote Health is transitioning certain provider administrative services to Cognizant, a leading healthcare technology and operations partner. Cognizant was selected for its enterprise scale and deep healthcare operations expertise, providing Antidote with enhanced infrastructure designed to support their continued growth and better serve provider partners.

As Antidote Health completes this transition, you may experience temporary delays in payment processing and longer-than-usual response times for Provider Support inquiries and issue resolution. Antidote expects operations to stabilize during October and appreciates your patience during this transition period.

Please note that Provider Support will now be available 7 days a week with extended hours from 8am - 8pm ET. You can continue to contact Antidote's Provider Support at 888-509-2688 or providers@antidotehealth.com for assistance.

Antidote Health is also implementing updated provider payment processes through ECHO Health, with options including Electronic Funds Transfer (EFT), Virtual Credit Card (VCC), and more. Providers should review Antidote Health's Provider Bulletin for complete information about these payment options and any actions your organization may need to take. [Review the Antidote Health Provider Bulletin](#)

Antidote Health appreciates your continued partnership as it makes these investments to strengthen its provider operations