

To:	BHS Contracted Service Providers
From:	Behavioral Health Services
Date:	November 10, 2025
Title	Important Update: Transition to New Insurance Monitoring Provider – Evident ID, Inc. (Evident)

This notice is to inform you that our contract with **Ebix**, our insurance monitoring provider, ended on **November 2, 2025**. Beginning immediately, we will transition to **Evident ID, Inc. (Evident)**, a secure platform which will manage the verification and monitoring of your insurance documentation.

What You Need to Know:

- You will no longer receive communications from Ebix.
- Evident will contact you directly via email with a link to the Evident Network, a secure portal where you can upload and manage your insurance documents.
- HHS Contract Support is currently transferring existing documentation from Ebix to Evident. This process may take a few weeks.
- Once your documents are reviewed, Evident will reach out if any additional information or updates are required.

What You Should Do:

- Notify your Contracting Officer's Representative (COR) of any updates to your organization's insurance contact person. Please provide the updated name, phone number, and email address.
 - *Note: If your organization holds multiple agreements with the County, only one insurance contact is needed per organization—not per contract.*
- Watch for an email from Evident with instructions and a secure link to access their platform. Sample of what the Evident emails will look like are attached.
- Follow the steps in the email to log in and upload any required documentation.
- The address for certificates is:
8520 Allison Pointe Blvd Ste 223
PMB 52150
Indianapolis, Indiana 46250-4299 US

If you have any questions during this transition, please reach out to your COR for assistance.

For More Information:

- Contact your Contracting Officer's Representative (COR)