



Fulcrum Health Inc. Provider/Client FAQ

Updated March 24, 2026

General Overview

1.1 What is happening with Fulcrum Health?

Fulcrum Health will conclude all physical medicine network administration services effective on or about August 31, 2026. As such, your current network participation agreement with Fulcrum Health will terminate effective August 31, 2026. Fulcrum will continue normal operations and support providers, clients, and members under existing agreements until the termination effective date, unless further direction is given.

1.2 Why is Fulcrum making this change?

In light of ongoing market, regulatory, and financial pressures, Fulcrum determined it could not continue operating its network administration services long-term. This approach allows Fulcrum to meet its obligations responsibly while supporting an orderly transition.

1.3 Is Fulcrum being acquired or sold?

No. This is not an acquisition or sale of Fulcrum. Fulcrum is concluding operations and supporting client and provider transitions prior to August 31, 2026.

Network Participation & Contracts

2.1 What does this mean for my participation in the Fulcrum network?

Providers may continue participating in the Fulcrum network and seeing members up to August 31, 2026, unless they receive updated guidance from Fulcrum or the applicable health plan. Existing network participation agreements will terminate effective on that date, in accordance with contract terms unless otherwise notified.

2.2 Will my contract transfer to another vendor or partner?

No. Provider contracts are vendor-specific and will not roll over to another organization. Any future participation with another network administrator requires a separate agreement directly with that organization or notice of assignment.

2.3 Is Fulcrum credentialing or contracting new providers to the network?

No. We are not processing any new requests to join the network. Notifications will be sent shortly to providers currently in the process of applying.

2.4 Should providers continue to communicate relevant changes to Fulcrum (for example, site additions and demographic updates)?

Yes. To ensure that claims are processed accurately, please continue to submit this information to the Fulcrum Provider Portal.



Care Delivery & Prior Authorization

3.1 Should providers continue to see plan members?

Yes. Providers should continue to see and support plan members as usual up to August 31, 2026, unless they receive updated guidance from Fulcrum or the applicable health plan.

3.2 Do prior authorization requirements remain in place?

Yes. Providers should continue to follow existing prior authorization requirements and submit requests to Fulcrum when required under their current agreements, unless further direction is given.

3.3 What is the last date of service for Fulcrum authorizations?

August 31, 2026, is the final date of service for Fulcrum-approved authorizations, unless you receive updated guidance from Fulcrum or the applicable health plan. Services provided after that date will not be authorized by Fulcrum.

Claims Submission & Payment

4.1 Should providers continue submitting claims?

Yes. Providers should continue submitting claims.

4.2 What is the last day to submit claims to Fulcrum?

We will provide an update as we work with clients to establish a transition plan.

4.3 Will claims submitted after August 31, 2026, be processed by Fulcrum?

No. We will provide an update as we work with clients to establish a transition plan.

4.4 Where do I submit claims for dates of service prior to or on 8/31 but submitted after 8/31? And, how will those claims be paid?

We will provide an update as we work with clients to establish a transition plan.

Transition & Future Network Options

5.1 Why was WholeHealth Living / Tivity information shared with the termination notice?

WholeHealth Living, a Tivity Health company, provides services similar to Fulcrum and may be positioned to support continuity of care in certain markets. Any such references are informational only and do not constitute an endorsement. Providers must independently evaluate whether to pursue participation.

5.2 Will my credentialing information transfer to another vendor?

Credentialing does not automatically transfer. Any future credentialing will be determined by the organization a provider chooses to contract with.