



# Network Notification

**Notice Date:** June 4, 2025  
**To:** TrueCare™ Providers  
**From:** TrueCare  
**Subject:** Equian Process Frequently Asked Questions

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## Summary

TrueCare partners with Equian, LLC to conduct itemized bill reviews specific to inpatient hospital claims and with diagnosis-related group (DRG) outliers. Together, we conduct pre-payment reviews that will assess claims to identify defects and improprieties.

To address questions raised by providers, TrueCare has created an [Equian Process FAQ](#) to guide providers as they work with Equian.

## Questions?

Per the FAQ, for questions directed to Equian, please contact 1-888-895-2254. For questions directed to TrueCare, please reach out to your health partner representative.

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