



## Change Healthcare Service Outage – Provider Tip Sheet

The ongoing service outage at Change Healthcare continues to cause interruptions for providers and health plans nationwide. This includes the temporary inability for Change Healthcare (or their affiliated clearinghouses) to process providers' electronic claims submissions. CDPHP is proactively working with our providers to mitigate the impact of the Change Healthcare service outage, and we recommend the following:

### Electronic Claims Submissions to CDPHP

- If your practice does **not** use Change Healthcare or their affiliated clearinghouses to submit claims to CDPHP, there is no impact to your claims submission process and no action you need to take.
- If your practice uses Change Healthcare or their affiliated clearinghouses to submit claims to CDPHP, you have the following options:
  1. Continue with Change Healthcare, waiting until the outage is fixed and your claims can be submitted.
  2. Use a clearinghouse other than Change Healthcare to submit claims.
  3. If you have the appropriate software, submit claims directly to CDPHP using 837 EDI files. (It will take approximately one week to set up this process)
  4. Mail claims to CDPHP, using claims forms found on the secure CDPHP provider website.
- If you are unsure of who you use for claims submissions, please contact your IT resource or known clearinghouse.
- If you would like help selecting a different clearinghouse, or setting up 837 file transactions, please contact CDPHP Provider Relations by emailing [ProviderRelations@CDPHP.com](mailto:ProviderRelations@CDPHP.com) or calling (518) 641-3890.

### Payments from CDPHP

- Electronic fund transfer (EFT) payments – which the majority of CDPHP providers utilize – are **not** affected and will be processed as scheduled.
- If your practice receives payment from CDPHP via paper checks, you will temporarily receive those checks mailed directly from CDPHP instead of from Change Healthcare. We are working hard to minimize any delays in getting checks to you.
- The Change Healthcare service outage has also interrupted the delivery of explanations of payment (EOPs) that normally accompany paper checks. Affected EOPs will be reissued at a future date.
- A [paper check search tool](#) has been added to the secure CDPHP provider website to help reconcile check payments with submitted claims.
- Practices receiving paper checks are strongly encouraged to [sign up for EFT payments as soon as possible](#) to prevent any potential future delays in payment.

### Other Impacts

- CDPHP is generating 835 ERA files with no interruption, but if your practice receives these files through Change Healthcare you are temporarily unable to view them. As always, you have the ability to track check totals, claims statuses, and more on the secure CDPHP provider website.
- If your practice uses Change Healthcare to confirm patient eligibility, benefits, or prior authorization requests, these functions are also available to you on the secure CDPHP provider website.
- [Register for the secure CDPHP provider website](#), if not already registered. This is the best way to ensure you can access important information and services, now and in the future.

While Change Healthcare works to restore service, CDPHP has also engaged a leading data security and privacy firm for our internal review of the security incident at Change Healthcare that resulted in their service outage, and its impact to our valued providers. We share your concern about the Change Healthcare interruption to service, and we are intently focused on lessening any inconvenience for our providers.

For questions or assistance, contact Provider Relations: [ProviderRelations@CDPHP.com](mailto:ProviderRelations@CDPHP.com) or (518) 641-3890.