



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice Providers

Date: May 1, 2024

Re: Change Healthcare Restoration of Services Status

Summary: Change Healthcare is working to restore the services impacted by the security incident utilizing a phased approach. **Keystone First/Keystone First CHC/Keystone First VIP Choice** is closely monitoring the restoration activities.

Keystone First/Keystone First CHC/Keystone First VIP Choice has not established a timeline for reconnecting to Change Healthcare Electronic Data Interchange (EDI) transaction systems. We are working diligently to assess when to restore the connection for EDI transactions. Our decision-making process will include receiving third-party assurance regarding the security of Change Healthcare systems, as well as internal security validation.

We are aware that some providers are experiencing difficulty with reconciliation of accounts due to some detailed payment recovery information missing from the provider remittance advice. Due to the Change Healthcare security incident, remittance advices generated after February 21, 2024, do not include certain claim recovery information that was previously provided. We are collaborating with Change Healthcare on a solution for this issue. We are confident as Change Healthcare continues to restore services; this information will soon become available.

As a reminder, we have established the following options for our providers:

- **Remittance advice:** Providers can view and download an electronic remittance pdf via the NaviNet provider portal. Providers can also access the ERA/835 file through ECHO Health's provider payment portal at: www.providerpayments.com. If you are not currently registered with ECHO for access to the portal, you will have to create a new account.
- **Electronic claims:**
 - Connection with Availity to receive electronic claims - If you or your clearinghouse do not currently use Availity to submit claims, you must register with Availity. To register visit: <https://www.availity.com/Essentials-Portal-Registration>.
 - If you are currently registered with Availity for another payor, or if you use another clearinghouse, **you must request that they route your electronic claims Keystone First/Keystone First CHC/Keystone First VIP Choice to Availity.**
 - **Submitting claims through Change Healthcare** – Although **Keystone First/Keystone First CHC/Keystone First VIP Choice** has not reconnected directly to Change Healthcare, providers may submit claims via the following:



- Relay Health or iEDI (the two clearing houses being offered today by Change Healthcare/Optum) for submitting claims to **Keystone First/Keystone First CHC/Keystone First VIP Choice**. Claims submitted through these clearinghouses will be routed to us via Availity until we reestablish direct connectivity to Change Healthcare.
 - To use Relay Health or iEDI, you will have to establish new connectivity with these clearinghouses.
 - For new connectivity requirements, you will need to reach out to your Change Healthcare account representative.
 - If you do not know who your account representative is, you can submit an inquiry via the [Change Healthcare General Inquiry](#) form.
 - Access to this form is also available at: <https://www.unitedhealthgroup.com/changehealthcarecyberresponse>. Scroll to the “Let us know how we can help “section – “Questions and Support,” click on **Get in touch**.
- **Manual claims entry** through PCH Global. To submit claims directly, please go to <https://pchhealth.global> and click the **Sign-Up** link in the upper right-hand corner to register. For additional information on registering for PCH Global, please visit the provider homepage of our website.

Questions:

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments or access to your remittance advice any sooner. If you have other questions, you may contact Provider Services at **1-800-521-6007**.

We appreciate your partnership and patience as we work to re-establish services and will continue to share additional information as it becomes available.