

Change Healthcare Disruption Q&A

Q: What services are affected?

A: Currently, electronic claim submission, electronic remittance advice (ERAs), and real-time-eligibility (RTE) are not functional. For a full list please visit and subscribe to [Optum Solution Status Updates](#). Change Healthcare launched a new [webpage](#) with Q&A, which details work arounds and progress they have made.

Q: What options do I have to submit claims?

A: You can register with other clearinghouse partners like [Availity](#). For Change customers needing emergency assistance, Availity is currently offering connections to sponsoring health plans at no-cost for the time being. You may also access the payer portals and submit claims electronically. Please reach out to your practice management system provider for details on how to batch a 5010 file per payer if needed. You can submit paper claims but are recommended not to do so at this time due to the influx of claims being sent to payers.

For Change-exclusive payers, they are mobilizing a new solution to move from the Change Healthcare gateway claims connection to an Optum EDI connection. It is a work in progress as they work with each payer. They will begin with the largest payers and then work toward the others.

Q: How do I check claim status or verify eligibility?

A: We recommend going through payer portals such as Availity Essentials to check claims status and/or to verify eligibility. Most payers have an electronic portal that can register for you if you have not done so already. On these portals, you can upload claims, check claim status, verify eligibility and access remittance advice. If the portal is not available, the recommended approach is calling the payer's provider service line.

Q: How do I receive ERAs for my ACH payments?

A: You can access the ERA file through the individual payer portals. Some may not have the ability to access or download an 835 ERA file, but you can directly view the remittance or print the PDF/EOB as a method of matching the ACH to the EOB/ERA.

Q: Is e-prescribing affected?

A: Change Healthcare plays a key role in communication with pharmacies. Many pharmacies utilize Change Healthcare to retrieve prescriptions and PBMs use Change Healthcare to provide benefit and formulary information. Prescriptions submitted through pharmacies that utilize Change Healthcare may be disrupted. Change Healthcare announced on March 1 it completed testing e-Prescribe and is making it available to customers.

Q: When will functionality to Change applications be fully restored?

A: UnitedHealth Group is working to bring systems back online as soon as it is safe to do so. They have not communicated a clear timeline for when several Change applications will be restored. As a result, physicians should begin using alternative approaches for submitting claims where possible.

Some Change functions have either been restored (such as e-prescribing) or robust workarounds have been developed (as for pharmacy claims). However, systems that are offline will remain offline until Change Healthcare is certain they can be turned back on safely. Please check UnitedHealth Group's [dedicated webpage](#) for the latest updates.

Q: Who can I contact at the AOA if I have additional questions or concerns?

A: Please reach out to the Physician Services Team at physicianservices@osteopathic.org or (312) 202-8194.