

Change Healthcare Connection FAQ

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This document contains frequently asked questions regarding Availity's decision to connect to Change Healthcare's rebuilt clearinghouse CHC Green System, also known as the Relay Clearinghouse. For clarity, the clearinghouse will be called the CHC Green System in this document.

This FAQ will be added to our the [Availity Lifeline: Essentials Pro Customer Resource Center](#) microsite and other areas and updated as more information becomes available.

Connection to CHC Green System

Q. What is the CHC Green System? Is it different than the Relay Clearinghouse?

A: CHC Green System and Relay Clearinghouse are the same rebuilt platform created by Change Healthcare, which replaced the legacy system that experienced a cyberattack on February 21. For clarity, we will refer to this rebuilt clearinghouse as the CHC Green System.

Change has another platform called 'OKC clearinghouse.' Change has not communicated if or when that OKC clearinghouse will be rebuilt and added to the CHC Green System. We will update our FAQs regarding the OKC clearinghouse as more information becomes available.

Q. When do you expect to connect to CHC Green System?

A: We anticipate establish a connection as early as Monday, April 8.

Q: What should providers expect as the CHC Green System comes online?

A: For Availity Essentials Pro™, Availity Essentials Plus™, and Availity Essentials™ providers, we expect to add payers and transactions that have remained unavailable because payers had not enabled alternative routes. It is highly likely that some claims and remits may be delayed or not delivered as Change works to operationalize the CHC Green System. We continue to expect

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Careful tracking of submissions of claims and close collaboration between impacted providers and payers will be necessary for the foreseeable future.

For providers who submitted transactions through Change, the CHC Green System will be connected to the Availity clearinghouse via a B2B connection. Providers on the CHC Green System will be able to submit and receive transactions from Availity (including remits from Availity payers).

Specifically, once the CHC Green System connection is established, Availity expects that Change Healthcare will pick up and deliver all held remits in the Change mailbox at Availity. Availity currently has limited visibility into which providers are connected to CHC Green System because Change has not provided a provider list. Until Availity receives this list, we cannot communicate to providers that remits have been delivered.

We urge Change providers who are experiencing issues with remits to reach out to Change Healthcare's customer contact center at 800-543-4997 between the hours of 7 am – 5:30 pm CT. Availity notes that not all Change providers may be currently linked to the CHC Green System.

As a reminder, Availity maintains free, self-service resources for claims submissions and reviewing remits via our Availity Essentials portal, which you can access [HERE](#). Organizations that cannot self-serve and require assistance, can request help [HERE](#).

Q: Does Availity's connection with CHC Green System mean that Change Healthcare did not lose any protected health information (PHI)?

A: Availity has been informed by Optum that Optum is still investigating if any PHI or other data was exposed or exfiltrated.

Payer Lists and Connections

Q: Will all former payer connections that had been historically obtained through Change Healthcare be available once Availity connects to the CHC Green System?

A: No. Change Healthcare has only reconnected a small number of its payers to the CHC Green System. As payers connect to the CHC Green System, Availity will test connections on a payer-by-payer basis and update the "Coming Soon Payer List." Once tested and available, Availity will add the payer to the "Payer List" and "Recently Added Payer List." Latest versions of the "Payer List" and "Recently Added Payer List" can be found on the [Availity Lifeline: Essentials Pro Customer Resource Center](#) microsite.

Q: How will an Availity provider know when Availity adds a new payer or a new transaction through the Change Green System?

A: As payers connect to the CHC Green System, Availity will test connections on a payer-by-payer basis and update the “Coming Soon Payer List.” Once tested and available, Availity will add the payer to the “Payer List” and “Recently Added Payer List.” Latest versions of the “Payer List” and “Recently Added Payer List” can be found on the [Availity Lifeline: Essentials Pro Customer Resource Center](#) microsite.

Q: What if an Availity provider can't find a payer on Availity's payer list?

A: If Availity does not have an electronic connection to a particular payer, Availity recommends a candid conversation with the payer regarding timely filing. Based on that discussion and other provider needs, like cash flow, providers should consider payer direct portals, faxes, dropping to paper, or third-party connections. If the payer indicates they have an alternative electronic route, please share that information with Availity as outlined in the question below, “How do I request a payer connection?”

Q: Will Availity disconnect any of Availity's direct payer connections that Availity built during the outage and reconnect the payer through Change?

A: Availity intends to maintain all newly established connections unless a payer demands that Availity disconnect.

Q: How do I request a payer connection?

A: New payer requests can be submitted via Availity's self-service resource site, located [HERE](#). Please include the number of claims and billable amounts so Availity can accurately communicate with the applicable payer. Additionally, if you contacted a payer and they are interested in Availity's Payer Lifeline Services, please direct them to Availity's self-service resource site, located [HERE](#).

Operational Questions

Q: Should Availity payers expect a large volume of transactions once Availity connects to the CHC Green System?

A: No. Availity does not expect a large influx of transactions to payers once the connection has been established since most claims have been routed through other channels. However, Availity

will monitor the volumes and communicate to payers if there are unexpected and/or significant spikes in volumes.

Q: Do I have to allow Availity to send transactions to the CHC Green System on my behalf?

A: You decide what transactions you send to Availity. If we have held transactions or you send Availity new transactions, we will process through the most efficient electronic route that Availity has and that may include the CHC Green System.

Q: Will Availity receive acknowledgements for claims submitted through the CHC Green System?

A: Yes, Availity expects to receive acknowledgements for claims submitted through the CHC Green System.

Q: Why am I receiving a duplicate rejection from a payer or a Change rejection on a claim that Availity had previously "rejected" or "returned"?

A: Availity expects some claims that Availity had previously "rejected" or "returned" may be submitted by Availity to the CHC Green System. If these claims had been submitted via an alternative route by the provider, the payer may send a "duplicate" rejection. It is also possible Change may reject some of these claims if Change does not have a payer connection. While Availity "returned" or "rejected" these claims to empower providers to make alternative submission decisions, the underlying cause of these additional rejections is that some of these claims held by Availity are already held in a Change mailbox and will now be passed into the CHC Green System.

Q: What is the expectation for bringing up other types of transactions—eligibility and benefits, claim status, and authorizations—through the CHC Green System?

A: Change's recovery will not be quick or easy. Providers should understand that many payers are still deciding how to connect to Change and will not be available on CHC Green System in the near term. Further, once connected, it will take time for payers and Change's business associates to bring all transaction types back online.

However, we expect Change will add claims, then remits, and finally real-time transactions—like eligibility and benefit and claim status—but the order may vary by payer.

Given the newness of CHC Green System, it is highly likely that some claims and remits may not be delivered. We continue to expect that close collaboration between impacted providers and payers will be necessary for the foreseeable future.

Q: Is Availity holding remits from their exclusive payers that were registered to be sent to Change Healthcare? Will Availity be releasing those remits to Change Healthcare once Availity connects to the CHC Green System?

A: Yes. Once the CHC Green System connection is established, Availity expects that Change Healthcare will pick up and deliver all held remits in the Change mailbox at Availity. Availity currently has limited visibility into which providers are connected to CHC Green System because Change has not provided a provider list. Until Availity receives this list, we cannot communicate to providers that remits have been delivered. We urge providers who are experiencing issues with remits to reach out to Change Healthcare’s customer contact center at 800-543-4997 between the hours of 7 am – 5:30 pm CT. Availity notes that not all Change providers may be currently linked to the CHC Green System. (See the above FAQ ‘What is the CHC Green System?’).

Q: When should I expect to receive electronic remittance advices (ERAs) from payers that have been unavailable because of the Change Healthcare cyberattack?

A: Not immediately. Change Healthcare is prioritizing claim transactions (X12 837 Professional, Institutional, Dental) and ERAs (X12 835). Eligibility and benefits (X12 270) and claim status (X12 276) transactions may be delayed. The reasoning behind this decision is that we are collectively prioritizing transactions that allow funds flow to providers, so they can continue operations.

Timing will vary based on the specific payer and if/when they connect to the CHC Green System. As transactions for a given payer are enabled through the CHC Green System, Availity will test the transaction and update the “Coming Soon Payer List.” Once tested and available, Availity will add the payer transaction to the “Payer List” and “Recently Added Payer List.” All three lists are available on the [Availity Lifeline: Essentials Pro Customer Resource Center](#) microsite.

Q: I am a Change Healthcare provider. Who should I call to get remits that Availity sends to CHC Green System?

A: We urge providers who are experiencing issues with remits to reach out to Change Healthcare’s customer contact center at 800-543-4997 between the hours of 7 am – 5:30 pm CT.

Q: Will you send a payer the list of providers who received and did not receive remits through the CHC Green System once the CHC Green System goes live?

A: At this time, Change Healthcare has not shared which Providers are connected to the CHC Green System. We urge providers who are experiencing issues with remits to reach out to Change Healthcare's customer contact center at 800-543-4997 between the hours of 7 am – 5:30 pm CT.