PROVIDER Bulletin

March 18, 2024 — *revised 4.30.2024*

This Provider Bulletin applies to the lines of business and provider types checked below:

☒ **PHP (Medicare)** ☒ **Primary Care Physicians** ☒ **Specialists**
☒ **PHC (Medicaid)** ☒ **Hospitals** ☒ **Ancillary** ☒ **AHF Grants**

ACTIONABLE

Did you re-route your electronic claims to Optum iEDI?

Change Healthcare: Electronic Claims Submission - Optum iEDI
Flexibilities to Ensure Delivery System Stability Following Cyberattack

URGENT REMINDER

Submitting your claims electronically is the preferred method of submission. Claims submitted electronically are adjudicated more expediently than mailed paper claims. Please utilize the instructions in the bulletin to submit your claims electronically.

PHP (Medicare Advantage), PHC California (Medi-Cal Managed Care Plan) and Ryan White Grants administered by the AIDS Healthcare Foundation (AHF) were affected by the Change Healthcare (CHC) outage impacting our electronic claims clearinghouse and electronic payment vendor.

As of March 15, 2024, we have established an electronic claim submission pathway with **Optum Insight iEDI clearinghouse** and can now accept electronic claim submissions. This applies to the following payer IDs:

- **95411 – PHP Claims**
- **95422 – PHC California Claims**
- **95433 – Ryan White Grant Claims**

Providers who previously submitted claims directly to Change Healthcare can transition claim submissions to Optum Insight EDI by either contacting their Optum account team or work with their revenue cycle partners. For more information, please see: **Optum Intelligent Electronic Data Interchange (iEDI) - UnitedHealth Group**

Providers who submitted claims through a different clearinghouse will most likely be able to resume submissions as Optum notifies its partners to route claims for PHP, PHC California and Ryan White through Optum Insight iEDI. However, providers are encouraged to check with their clearinghouse or other revenue cycle vendor that your claims for PHP, PHC California, and Ryan White (Payer ID's 95411, 95422, and 95433) are being routed to **Optum Insight iEDI**, and should monitor your claim submissions for payer acknowledgements.

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Claim Submissions/Resubmissions

Providers should re-submit any claims sent between February 19, 2024 and March 14, 2024 for which they have not yet received a rejection or acknowledgement with one of the following claim status codes:

- **A1:19:PR – Acknowledgement/Receipt – Payer Acknowledges Receipt**
- **A1:20 – Acknowledgement/Receipt – Claim Accepted for Processing**
- **Any Rejection Status with Claim Status Category Codes A6 (Acknowledgement/Rejected for Missing Information), A7 (Acknowledgement/Rejected for Invalid Information), A8 (Acknowledgement/Rejected for Relational Field Error)**

Electronic Payments and Remittance Advice

AIDS Healthcare Foundation has reestablished a direct connection with ECHO Health, an Optum/Change Healthcare partner. Providers can access payments and remittances using the ECHO Health portal: providerpayments.com. **Electronic payments through ECHO Health have been reestablished, as of 3/6/2024**.

We understand that this outage is impacting your practice. We appreciate your patience and understanding during this unprecedented disruption. **Check *our plan specific web pages (found below) regularly for updates, or reach out* if you** have any questions concerning this communication. If you need additional information concerning this requirement, please contact the Provider Relations department for further assistance (CAPR@aidshealth.org).

PHP Claims Submission and Status webpage: php-ca.org/for-providers/claims

PHC California Claims Submission and Status webpage: phc-ca.org/providers/claims

Thank you