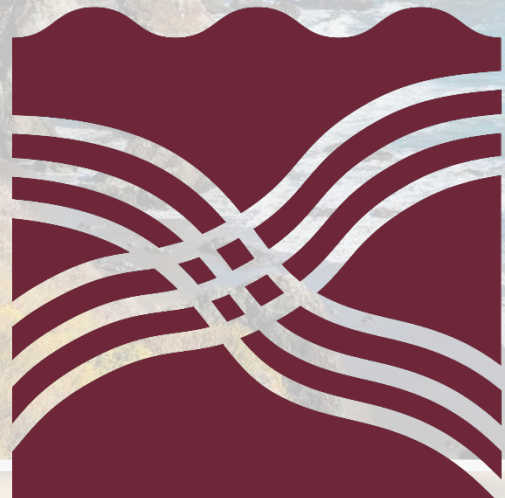


PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA  
*A Public Agency*



# Change Healthcare Informational Webinar

March 6, 2024



# Agenda

- **Introductions:**
  - Stephanie Nakatani Phipps, Manager of PR Representatives
- **Background**
  - Wendi Davis, Chief Operating Officer
- **Billing Options**
  - Kirt Kemp, Chief Information Officer
- **Q&A**

# Background

- Change Healthcare is one of the largest clearinghouses, with approximately 1,600 of billing providers from our network currently utilizing CH for their claims submissions, along with a similar number of payees receiving their ERAs/835s (Electronic Remittance Advice – payment information) through them.
- Our expectation is that providers will experience interruptions in their ability to submit claims and receive ERAs until their connectivity is restored.
- Partnership does not have an estimated time for when CH's systems will be operational and data sharing can resume with their partners and clients.

# Provider Billing Options

## Option 1: Choose a different clearinghouse

- The provider can choose to use a new clearing house. (Partnership can share a list of potential clearing houses if needed).

## Option 2: Become a direct submitter

- The provider can choose to become Partnership's direct submitter.

## Option 3: Submit paper claims

- If these options do not work, the provider can choose to submit their claims on paper.

## Option 4: Temporary EDI solution

- To learn more contact your Change Health Account Manager

Providers can reach out to our enrollment and testing team with additional questions at [EDI-Enrollment-Testing@partnershiphp.org](mailto:EDI-Enrollment-Testing@partnershiphp.org)

# Choose a new clearing house

- Provider and the new clearinghouse will need to submit new [837](#) & [835](#) Payer Agreements.
- A new sFTP connection will not be required if the new clearinghouse is already an existing partner.
- Provider may need to establish a new contract and set-up with the new clearing house.
- Partnership will establish a new sFTP connection if the new clearinghouse is not an existing partner and will require a test 837.



# Top 10 Clearing Houses

CLEARINGHOUSE NAME	CLEARINGHOUSE CONTACT	CLEARINGHOUSE PHONE	CLEARINGHOUSE EMAIL	ACCEPTED SUBMISSIONS
ABILITY Network Inc	Stephanie Dickinson	973-796-1521	<a href="mailto:stephanie.dickinson@ABILITYNetwork.com">stephanie.dickinson@ABILITYNetwork.com</a> ; <a href="mailto:payercompliance@abilitynetwork.com">payercompliance@abilitynetwork.com</a>	837I, 837P, 835
ClaimRemedi	Enrollment Dept	866-633-4726	<a href="mailto:enrollment@claimremedi.com">enrollment@claimremedi.com</a>	837I, 837P, 835
CLAIM.MD	Support Services	855-757-6060	<a href="mailto:enroll@claimmd.com">enroll@claimmd.com</a>	837P, 835
CPSI	Wendy Camilleri	251-639-8100	<a href="mailto:contracts@trubridge.com">contracts@trubridge.com</a>	837I, 837P, 835
Experian Health, Inc.	Cynthia Schirmer	630-812-2605	<a href="mailto:experianregistration@experianhealth.com">experianregistration@experianhealth.com</a>	837I, 837P, 835
TriZetto Provider Solutions, LLC	Provider Enrollment Department	800-969-3666	<a href="mailto:TriZettoEnrollments@madakethealth.com">TriZettoEnrollments@madakethealth.com</a>	837I, 837P, 835
MedAssets	Ishank Sabharwal	678-966-7954	<a href="mailto:payerrelation@nthrive.com">payerrelation@nthrive.com</a> ; <a href="mailto:RCT-Ops-PCSClearinghouseProd@nthrive.com">RCT-Ops-PCSClearinghouseProd@nthrive.com</a>	837I, 837P, 835
SSI Group	SSI Enrollment Team	251-345-0000	<a href="mailto:EDIPayerEnrollment@ssigroup.com">EDIPayerEnrollment@ssigroup.com</a>	837I, 837P, 835
XIFIN, Inc.	XIFIN EDI Enrollment	858-436-1114	<a href="mailto:EDIEnrollment@xifin.com">EDIEnrollment@xifin.com</a>	837P, 835
ViaTrack Systems	Jamie Mercer	800-426-3385	<a href="mailto:jmercer@nextgen.com">jmercer@nextgen.com</a> ; <a href="mailto:TECHNICAL@VIATRACK.COM">TECHNICAL@VIATRACK.COM</a>	837I, 837P, 835

Providers can reach out to our enrollment and testing team with additional questions at [EDI-Enrollment-Testing@partnershiphp.org](mailto:EDI-Enrollment-Testing@partnershiphp.org)



# Become a Direct Biller

Providers can submit directly to Partnership

1. Provider will need to submit a new [837](#) & [835](#) Payer Agreements.
2. Partnership will establish a new sFTP connection with the provider and issue a new Submitter ID
3. A test 837 will be required from the provider to verify the connection and required file format/standard, etc.



# Submit Paper Claims

- Any claims submitted on paper will be routed through our vendor, ImageNet – using Partnership’s standard workflow.
- Remittance Advice can be requested via paper.

## Paper Claims

- ✓ Submission of CMS-1500 and UB-04
- ✓ Send to: Partnership HealthPlan (Medi-Cal)  
P.O. Box 1368  
Suisun City, CA  
94585-1368





# Temporary EDI Solution

- Change Health says best solution
- May not work for all providers
- To learn more contact your Change Health Account Manager

- **What other clearing houses are affiliated with Change Healthcare?**
  - Capario | Mckesson | NDC RH | Emdeon | Change HC | Relay Health | Optum
- **Can we get a list of other clearing houses that are already working with Partnership on submitted claims?**
  - The list is included in this presentation but please contact [EDI-Enrollment-Testing@partnershiphp.org](mailto:EDI-Enrollment-Testing@partnershiphp.org) for any questions.
- **Where can I get a copies of the 837 and 835?**
  - [837 Claims Enrollment and Payer Agreement](#)
  - [835 ERA Enrollment and Payer Agreement](#)
- **Where can I find Partnership's 837 Professional Companion Guide?**
  - <https://www.partnershiphp.org/Providers/Medi-Cal/Pages/HIPAAEDI-Publications.aspx>

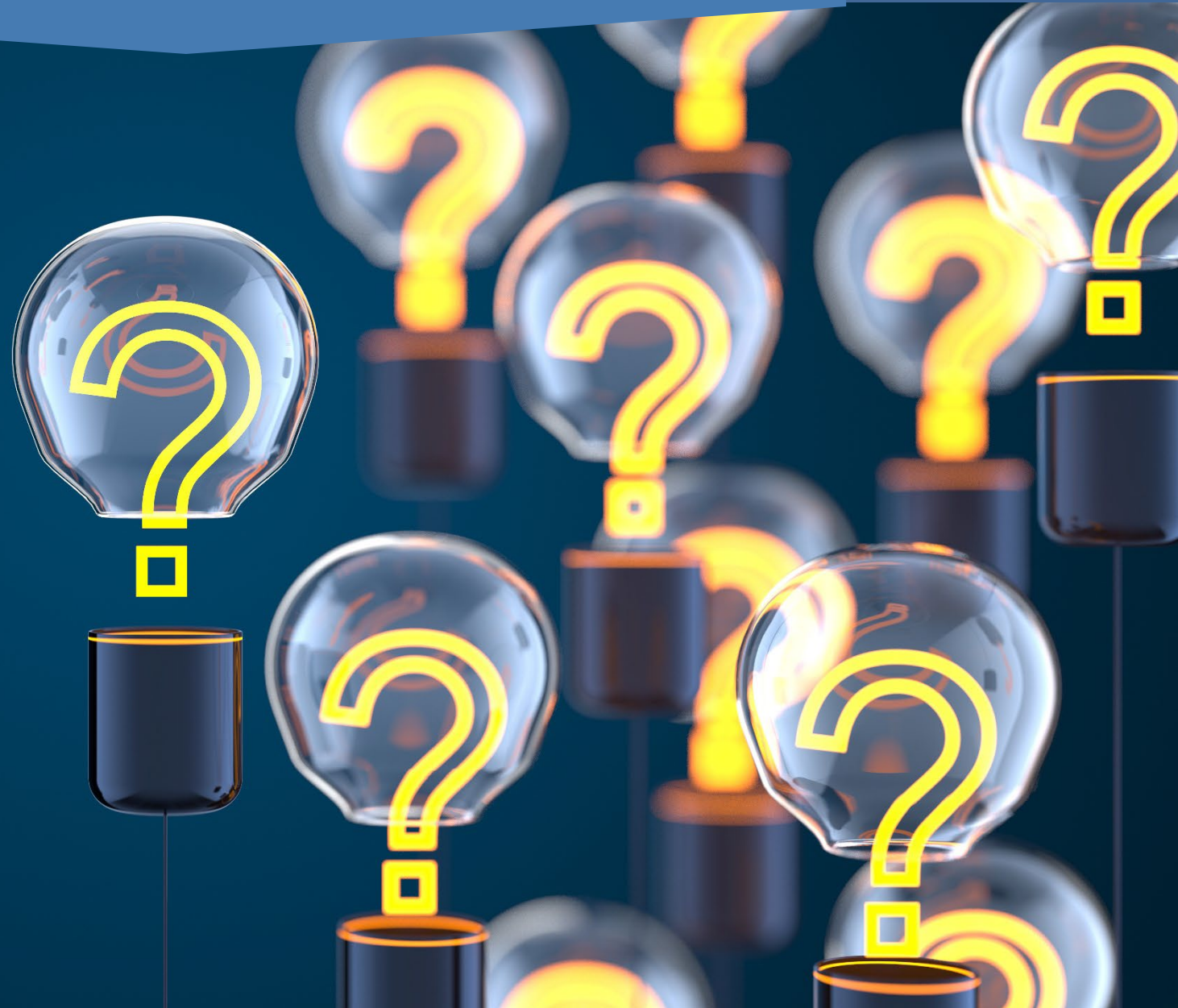


# Contact Us

- PHC EDI Enrollment & Testing - Information Technology Department
- Phone: (707) 863-4527
- Fax: (707) 863-4390
- Email: [EDI-Enrollment-Testing@partnershiphp.org](mailto:EDI-Enrollment-Testing@partnershiphp.org)
- Click [here](#) to visit the website.



# Questions







# Resources

- HIPAA/ EDI Publications:  
<https://www.partnershipphp.org/Providers/Medi-Cal/Pages/HIPAAEDI-Publications.aspx>
- Claims submission:  
<https://www.partnershipphp.org/Providers/Claims/Pages/default.aspx>
- 837 Claims Enrollment & Payer Agreement:  
<https://www.partnershipphp.org/Providers/Medi-Cal/Documents/PHC837ClaimsEnrollmentpayerAgreement.pdf>
- 835 ERA Enrollment & Payer Agreement:  
[https://www.partnershipphp.org/Providers/Medi-Cal/Documents/PHC835ERAEnrollment\\_PayerAgreement.pdf](https://www.partnershipphp.org/Providers/Medi-Cal/Documents/PHC835ERAEnrollment_PayerAgreement.pdf)