

Change Healthcare – Security Incident Webinar FAQs

What other clearing houses are affiliated with Change Healthcare?

Capario | Mckesson | NDC RH | Emdeon | Change HC | Relay Health | Optum

Where can I get a copies of the 837 and 835 agreements?

- [837 Claims Enrollment and Payer Agreement](#)
- [835 ERA Enrollment and Payer Agreement](#)

Where can I find Partnership’s 837 Professional & Institutional Companion Guide?

You can find the 837 Professional Companion Guide [here](#).

Where can I find Partnership’s EDI department’s contact information?

You can find all contact information and EDI enrollment forms [here](#).

Can a direct connection be made for 835 files only and who do I contact to set that up?

Yes, a direct connection can be made to receive 835s. You don’t need to be a direct 837 submitter in order to receive 835 from Partnership. You can find the 835 ERA enrollment and Payer Agreement [here](#). You can contact our EDI department at EDI-enrollment-testing@partnershiphp.org for more information.

Will the claims be processed as first in and first out?

We understand this is a difficult time and we are just one of the many puzzle pieces. We are working internally to ensure we prioritize processing of claims as we can.

In the past we have been told that you must have a certain number of Partnership claims on average, in order to be able to directly upload electronic billing into Partnership’s site. Will that rule now be waved?

Partnership does not have such a rule. As long as a connection is established, claims are formatted using HIPAA compliant 837 standards and submitted, Partnership will accept them.

Can we get a list of other clearing houses that are already working with Partnership on submitted claims?

Below is a list of other clearing houses who currently work with Partnership. If you would like to know about any others not listed, please contact EDI-Enrollment-Testing@partnershiphp.org for any questions.

- ABILITY Network Inc
- Claim Remedi
- CLAIM.MD
- SSI Group
- XIFIN, Inc
- ViaTrack Systems

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- CPSI
- Experian Health, Inc
- TriZetto Provider Solutions, LLC
- MedAssets
- FinThrive
- VVC Holding Corp.
- Office Ally
- The Cirius Group Inc.
- Kinetik Healthcare Solutions, Inc
- Zotex Partners LLC

Can we bill wrap rate through Availity for Carelon?

Please continue to bill Carelon for any mental health services.

Do you currently work with Office Ally?

Yes, Partnership currently works with Office Ally.

Does Partnership work with Waystar clearinghouse?

Yes, Waystar is known as Zirmed to Partnership.

Can you connect to Optum iEDI?

Yes, Partnership will be happy to connect to Optum iEDI

When completing the 837/835 forms to become a direct submitter, should our org information be entered in the billing provider and trading partner information?

Yes, that is correct. You will be considered both as a provider and trading partner when you submit 837 claims directly or receive 835s.

We do not need to complete a new 835 and 837 if we are temporarily going to be rerouted from Change to Availity with our billing software?

Availity will have to submit a new 837 and 835 payer agreements signed by both provider and trading partner if they are not already found in the system.

Has Waystar rerouted Change Health submissions to another clearing house?

Partnership does not have this information. Please contact your clearing house and or Waystar in regards to this.

Is AdvancedMD is rerouting from Change to Availity?

Yes, AdvancedMD is rerouting from Change to Availity.

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Can you upload claims directly to Partnership on their website?

No, you cannot upload directly on our website. The claims will have to be formatted using HIPAA compliant 837 standards and submitted via secure file transfer (sFTP). Please contact our EDI Enrollment and Testing team on how to submit 837s to Partnership.

As a payer are you connected to the new Change solution?

As such no one reached out to our Enrollment and Testing team regarding this option. When Partnership receives such a connection request, our team will evaluate and complete the required set-up and testing as necessary.

Can we send hardcopy claims on the UB-04 form?

Yes, you may send paper claims on the UB-04 form.

We are currently in the process of transitioning from Greenway Intergy to OCHIN Epic and have many agreements already in place with Trizetto. I'm not sure how exactly this works, but is it possible to submit claims out of Intergy through Trizetto rather than Change? Or maybe this is a question for Greenway?

Please contact Greenway and Trizetto in regards to this for additional information.

Is Partnership still working with Availity as an option for submitting claims?

Availity uses a Change Healthcare company. They are working on becoming our director submitter but we are still pending their completed test files. As of today we will not receive files from them but once they have submitted a file, without errors, they can be used as an option for submitting claims.

If we are already a direct submitter – no impact correct?

Yes, if you are already a direct submitter to Partnership and do not work with Change Healthcare then there is no impact.

Where can we get a copy of ERAs for claims paid?

While you work with our EDI team to complete the 835 Enrollment and Payer Agreement, you may also view RA's on our online provider portal. If you do not have access please email esystemssupport@partnershiphp.org.

Can a direct connection be set up for the eligibility files?

Yes it can be, contact our EDI team at EDI-Enrollment-Testing@partnershiphp.org.