



Our teams continue to work with customers to implement the automated temporary Availity Lifeline solution. We appreciate your continued patience and ask that you please read all the documentation regarding the process for leveraging the lifeline offering. In the meantime, Change Healthcare (CHC) continues to make progress on their restoral efforts. CHC will begin testing the restoral of the claims processing this week and will begin a slow, phased reactivation of users on the claims platform.

They have indicated that it could be weeks before all customers are reactivated on the service. For that reason, CHC continues to recommend that customers use alternative solutions (such as the Availity Lifeline Solution) until such time as you are advised to migrate back to CHC.

CHC also stated that there will be specific processes to follow to reactivate. We are awaiting those details and will integrate them within our processes once provided. Once we receive approval from CHC to begin reactivation, we will contact you individually to schedule a reactivation of your services to CHC.

Please continue to leverage this communication, FAQ and eIVF's Change Healthcare Cyber Security webpage for any questions you may have. We will update you as warranted and look forward to the full restoration of your CHC claims processing capabilities.

Frequently Asked Questions

To maintain continuity of communication, we will augment the FAQ provided last week rather than only publish new questions. While this may generate a lengthy update, it will ensure that all information remains available to you in each subsequent communication.

Change Healthcare recently announced they would begin the testing phase for connectivity to their medical claims network and software. Given this development, should we proceed with the migration to Availity's Lifeline?

Yes, while Change Healthcare is expecting to begin testing connectivity to their claims network and software this week (March 18), they have **strongly recommended that you utilize workarounds in the interim**. Currently, there's no definite timeline for when Change Healthcare's claims network and software will be 100% fully operational.

We have had a number of claims rejected by Availity since migrating to the temporary Availity Lifeline Solution. Can you please comment on how we improve acceptance?

Unfortunately, eIVF is unable to provide specific reasons for claim denials. As stated previously, you should consult the claim rejection notice and reach out to Availity directly for clarification. eIVF does not have access to further details regarding claim rejections, so direct communication with Availity is essential for understanding the reasons behind a denial.

We recommend closely reviewing the payer IDs associated with your claims to verify their accuracy as Availity payer IDs. Many customers have identified incorrect payer IDs as a primary reason for claim rejections. Please remember, eIVF does not possess additional information regarding the reasons for claim denials.

Will we need to resubmit all claims starting from Feb 21st?

Yes. Once the Availity Lifeline Solution is created and active for your practice, you will need to resubmit.

Will we receive ERAs?

The Availity Lifeline Solution is a limited, stopgap solution and does not offer a like for like solution to your normal CHC claims processing. You can explore other Availity plan options by visiting - <https://www.availity.com/availity-lifeline-self-serve-resources> or you can reach out to your Availity contact. Note that solutions other than the Lifeline Solution may have additional charges by Availity. Whether or not to pursue other Availity options beyond the Lifeline Solution will be a clinic decision.