



Our team met with Change Healthcare (CHC) resources this week and we wanted to share additional details regarding the ongoing restoration efforts. The CHC team continues to test and validate the security of their solutions and are making incremental progress towards completion of their efforts. Importantly, CHC will not release any service to market until such time as it receives third party security validation. CHC reiterated **there is no firm ETA for full restoration of the clearinghouse solution**. Therefore, **CHC continues to strongly recommend that customers use alternative solutions**, such as the Availity lifeline solution, until you are notified to reactivate on the CHC solution.

Once CHC nears restoration there will be a re-registration process you will need to complete. This will include receiving new credentials for access. The process has not yet been fully defined by CHC. Once the process is defined, we will communicate with you the specifics of reactivating on the CHC services. The reactivation process will be a joint effort between you and your IT organization, eIVF, and CHC. We will coordinate the process and communicate your roles and responsibilities once the process is fully defined by CHC.

We appreciate your patience and will continue to update you as information becomes available. Please read prior communications and FAQs for additional details.

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.

I heard that clearinghouse services are back online, why can't we reactive?

CHC offers several clearinghouse services. The clearinghouse that eIVF customers are aligned with, the largest and most feature-rich clearinghouse offered by CHC, remains offline and is undergoing testing.

Why can't we just connect to another CHC clearinghouse that is already live?

Each solution is unique and offers different features. This means you would not have the same functionality as before the breach. Also, you will have to sign a new contract, receive new credentials, new payer IDs, etc. CHC **does not** recommend this course and may in fact take longer than waiting as they are prioritizing activating current customers on existing services. CHC continues to recommend that you use the alternative solutions until such time as your original service is restored.

My claims were rejected by Availity, can eIVF help resolve these issues?

Unfortunately, eIVF cannot resolve issues with claims denials through Availity. You must call Availity to resolve. Most rejections include an explanation, and we suggest you read that closely and contact Availity. Additionally, we have noticed that most denials are due to invalid Payer IDs, we suggest you look at those closely before submitting.

In addition, the second most common rejection is due to the Availity plan type chosen some payers fall under a certain platform support with Availity Essentials Plus and a transaction plan type upgrade may be necessary. Please note that additional costs may be involved if you choose to upgrade. Whether or not to pursue other Availity options beyond the Lifeline Solution will be a clinic decision.