



All,

We recognize the significant impact the unprecedented Change Healthcare outage has caused our customers. We will continue to update you on our progress and will share updates when available.

The following notification is our latest update regarding our efforts to assist you in deploying the temporary lifeline solution provided from Availity while Change Healthcare remains in a down state.

Automation through eIVF for Availity Lifeline

The eIVF team has been working aggressively to complete development that will automate and simplify the use of the Availity Lifeline solution. We are happy to report that we have started testing on the solution and expect to have the automated solution available by the end of this week (if not sooner). As noted previously, the Availity lifeline offering is a temporary solution and does not offer the same level of service provided by Change Healthcare (for example, ERAs, EDI eligibility, and statements are not available). However, our efforts to automate the access to the Availity Lifeline solution will speed and simplify your use of the service for processing outstanding claims.

As part of the process of activating the automation, Customers will be required to sign a no-fee (\$0) SOW that will define roles and responsibilities. A completed SOW is required before eIVF will take any action. It is ***strongly recommended*** that you work with your practice's IT organization to complete the client-side steps required to activate the automation – once you are instructed to begin by the eIVF team. eIVF cannot provide end-user IT support given the scope and number of conversions that we need to complete to bring all our customers over to the interim solution.

To ensure a smooth migration to the Availity Lifeline solution, we have outlined the essential steps and information to equip you for the work ahead. Please thoroughly review the following documents to streamline the process:

**Frequently
Asked
Questions**

**Availity Lifeline
Migration
Process**

**Availity Lifeline
Readiness
Checklist**