To ensure you are up-to-date with the latest information on the Change Healthcare cyber attack and the temporary lifeline solution provided through Availity, we wanted to share another set of comprehensive FAQs. These FAQs will guide you on how to effectively utilize the Availity Lifeline solution, including the necessary steps for its deployment, as well as answers to common questions that have emerged throughout this journey. Our dedicated team is tirelessly working to roll out the Availity Lifeline solution quickly and efficiently to support your needs during this critical period.

We welcome your feedback and questions and encourage you to reach out to eIVF's Support team at support@eivf.net should you need further clarification or assistance.

Thank you for your partnership and trust in us during these challenging times. The eIVF team is focused and committed to delivering solutions that meet your needs, and we will continue to update you as more information becomes available.

Remember to check out eIVF's dedicated webpage for everything you need to know about the Change Healthcare Cyber Security Issue. This webpage serves as a central hub for updates and resources, including eIVF communications and a comprehensive collection of all FAQs sent to date. Make sure to visit it to keep up-to-date and stay connected with the latest information.

eIVF's Change Healthcare Cyber Security Updates Webpage

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.

How do we process TriZetto claims if the temporary Availity solution will not process them?

The lifeline solution from Availity is a stopgap solution and is not a "like for like" replacement for the standard Change Healthcare solution. As such, it may not support all scenarios for all customers. In those circumstances where specific payers or clearinghouse partners are not available or supported, you may consider dropping claims to paper, if the format is accepted, or file once Change Healthcare is restored. The decision will have to be made by each clinic based on their unique situation.

What steps are necessary to switch to Availity's Lifeline solution?

We strongly encourage you to visit eIVF's dedicated webpage on Change Healthcare Updates - https://eivf.org/changehealthcare/. We have outlined the essential steps and information to ensure a smooth migration to the Availity Lifeline solution. Also, we further recommend that you thoroughly review the documents which include the Availity Lifeline Migration Process, the Availity Lifeline Readiness Checklist and the FAQs. Please be aware that we regularly update these documents to reflect new information as it becomes available, and recommend revisiting these documents periodically for any updates.

I have stopped submitting claims, but wonder if I can continue to post and save the data until Availity Lifeline is enabled? Please advise?

Yes, you can continue to post and save the data until Availity's Lifeline is enabled.

If I have previously used Availity, do I still need to register for Availity's Lifeline solution?

If you still have access to your Availity credentials, and those credentials remain active, you do not need to register for their Lifeline solutions.

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 on March 18th, they have strongly recommended that you utilize workarounds in the interim. At this time, there is no ETA on when Change Healthcare's claims network and software will be fully functional.