



Optum and Change Healthcare (CHC) continue their efforts towards restoral of the clearinghouse services. While an ETA on full restoral of complete capabilities has not been communicated, they are starting the process of migrating customers from the former Change Healthcare clearinghouse (Revenue Performance Advisor or "RPA") to their new Optum "Exchange" clearinghouse solution. As part of that effort, **Optum/CHC has started direct customer communication.** Communications from Optum/CHC are not being routed through eIVF and **eIVF has no access to information on who has been contacted.** We understand the urgency to connect to Optum Exchange and eIVF continues to work with Optum/CHC on defining the process.

Therefore, we recommend the following actions on the part of practices:

- Importantly, whether you are currently using an interim solution (e.g., Availity Lifeline) or processing claims manually, you should remain on that solution until you are fully migrated and activated on the new Optum Exchange solution. Once the process is formally defined eIVF will provide a no charge SOW that defines the specific steps towards activation.
- Respond to Optum and carefully follow their directions. It is essential that you work directly with Optum as they have a specific process that you must follow. **eIVF cannot assist you at this phase as the activity is between your practice and Optum/CHC.** You should work closely with your IT team to provide the information requested by Optum/CHC. Please check your spam folders for communications from Optum or Change Healthcare if you have not received a communication by today. You will need to contact Optum/CHC directly if you have not received an email describing the registration process.
- **Once you begin the process with Optum/CHC, contact eIVF at support@eivf.net to notify us that you have been contacted by Optum and have formally started the reactivation process.** This is an important step as we will need to coordinate with you to subsequently active the Exchange clearinghouse solution once your coordination with Optum is completed. There is specific information we will need from the practice and information provided by Optum/CHC as part of the restoral process. Additionally, this notification allows us to 1) create a queue of practices completing registration and 2) clarity of where practices are in the process.
- While the process of registering with Optum/CHC on the new Exchange clearinghouse has started, the process for reactivation through eIVF is still pending technical direction from Optum/CHC. We continue to work with Optum/CHC on this process.