



As noted in our prior updates, Optum and Change Healthcare (CHC) continue their efforts towards restoration of the clearinghouse services. While an ETA on full restoration of complete capabilities has not been communicated, they are starting the process of migrating customers from the former Change Healthcare solution (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**. You should have received a message from the following email address: "**ECG Team <no_reply_ecg@optum.com>**".

If you have not received this message, you should review your spam folder for this email as it contains specific information from Optum regarding next steps towards reactivation. If you have not received the email, you should contact Optum by emailing TGoins@changehealthcare.com. Note that the email may refer to Revenue Performance Advisor (RPA) in the subject header.

As part of the registration process with Optum you should identify your practice as a "Direct Customer" and be prepared to provide your practice's IT contact and your practice's IP address (eIVF will also require this information). Once you complete the registration process with Optum, you will receive the following additional details from Optum identifying the information required to activate your practice on the Optum Exchange clearinghouse solution.

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The following information should be retained and subsequently shared with eIVF at support@eivf.net:

- Server: **(a specific server URL)**
- Directory: **(a specific directory identifier)**
- Username: **(your specific username)**
- Password : **(this will be sent to you in a separate email from the same Optum email address)**

At the same time, eIVF is working with Optum to ensure that automation is restored. Optum has made changes to their system that vary from the former Change Healthcare service. As such, we are working to ensure that eIVF works seamlessly with the new Exchange solution. At the same time, Optum is working to restore services through Exchange and there is no ETA on when full functionality will be available. Therefore, we recommend the following actions on the part of practices:

- 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 activate the Exchange clearinghouse solution once your coordination with Optum is completed. There is specific information we will need from the practice as provided by Optum/CHC as part of the restoral process (noted above). 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.
- Please note that the timing for the final activation of your clinic on the Optum Exchange solution, once all the information is collected and verified, may take several weeks – depending on the technical requirements provided by Optum, your clinic's registration readiness, the status of your SOW, and position in queue