



Our team has continued to meet with Change Healthcare (CHC) resources, and we wanted to share additional details regarding the ongoing restoration efforts and set expectations about reactivating with CHC in the future. While CHC continues to make progress across their range of services, including the solutions you use, CHC continues to reiterate **there is no firm ETA for full restoral 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.

CHC will be restoring their solutions in phases. These phases will bring live specific application functionality following their testing methodologies. Full functionality will not be available on a specific solution until the final phase of the restoral is complete. Additionally, for certain of their solutions they will be using a new clearinghouse. Therefore, we do not recommend movement from your current, temporary process until such time as the service is fully operational and final processes for reactivation are defined by CHC.

It is important to note that each eIVF customer will have a unique path to restoration. This is driven by a few factors, including, which CHC service you were previously using, the timing and method of restoral communicated by CHC, and whether you are currently using an interim Availity solution. We are now in the process of developing reactivation processes based on the solutions we know our customers were using prior to the CHC cyber-attack.

What can you expect in the coming weeks as CHC reaches normal operations? We will communicate with you further about the specific actions your clinic will need to take. This will include a no-charge Statement of Work (SOW) that will outline the specific actions you and your IT organization will need to take, the order of operations for reactivation that our team will work with the clinic, and a configuration guide to assist you in the process. As part of the SOW process, we will also communicate the timing for your clinic reactivation. Additionally, you can expect that there may be a re-registration process required with specific payers and new credentials for access. These details are still being assessed and defined by CHC. The reactivation process will be a joint effort between you and your IT organization, eIVF, and CHC.

We appreciate your continued patience while CHC works through their restoral efforts and request that you read thoroughly prior communications and FAQs for additional details. Future communications will provide critical information regarding the reactivation process including specific actions you will be required to take.

Frequently Asked Questions

To maintain continuity of communication, we will augment the FAQ provided last 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.

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 cyber-attack. 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.

Will we have to re-register with payers?

This may be required depending on the payer. CHC is working to activate payers on the platforms as they move through restoral but the processes for each payer are unique. Further details may be available closer to the point of restoral. However, there is an expectation that re-registration may be required for some payers.

What does that mean that CHC is creating a new clearinghouse?

Currently, eIVF customers connect to different clearinghouses at CHC depending on their specific contracts with CHC. For those customers using Revenue Performance Advisor (RPA), a new clearinghouse, Exchange, is being created. This may require re-registration with specific payers and new file transfer processes. We are still awaiting further details. This is why we are creating different processes based on the service you have with CHC. Each clinic circumstance may be unique.

We heard that CHC was bringing RPA back online in the next couple weeks, should we prepare?

Preparation, such as aligning resources and reading our prior communications, is always a positive step. However, full restoral of RPA is still "to be determined" according to CHC. They are bringing RPA back online in phases to test functionality, but this is not the complete solution. **There is no communicated date for restoration.** We will communicate with you the specific steps you need to take towards reactivation once we have that information from CHC.

Will we have to acquire new credentials to access CHC?

This may be required. At a minimum, you should reset prior passwords if they have not already been deactivated by CHC. Once we have the formal processes from CHC we will incorporate them into our checklist and configuration guides.

When will we receive the process information from eIVF on how to reactive?

This will be forthcoming in the weeks ahead. We are creating a process, SOW, checklist, and configuration guide to assist you in reactivation. However, we cannot complete this work until we have specific details from CHC. We will notify you via this communication process as we draw closer to the point of reactivation and then will contact your practice directly to review and implement your specific migration plan.