



As part of our ongoing efforts to facilitate the transition to Optum's Exchange clearinghouse, we're pleased to inform you that we're in the final stages of designing the migration process. We are targeting mid-May to begin the activation of practices to Optum's Exchange clearinghouse. As noted in prior communications, Optum/Change Healthcare (CHC) have implemented new procedures and a new clearinghouse. As a result, eIVF has completed our development work and are now completing the process steps necessary to support the transition to the Optum Exchange solution.

Before we can proceed with the transition, it's imperative that all practices complete the Optum RPA SFTP - Data for Setup form -

<https://app.smartsheet.com/b/form/39ae10c671e149a1968476bc0275c855>

This form is crucial to the setup process and ensures a seamless transition to Exchange, Optum's new clearinghouse. Should you have any questions or need assistance regarding the form, please reach out to the RPA Support Team via the Optum Customer Care Hub at: <https://customer care.changehealthcare.com>.

Once you complete the Optum RPA SFTP form, you'll receive specific information from Optum that you'll need to retain and subsequently share with eIVF at support@eivf.net which includes:

- Server: **(a specific server URL)**
- Client ID/Account Number/RPA ID: **(your Optum Client ID/Account Number/RPA ID)**
- Username: **(your specific username)**
- Password : **(this will be sent to you in a separate email from the same Optum email address)**

As a reminder, please continue to respond to Optum and carefully follow their directions throughout the process. It's essential to work directly with Optum as they have a specific process that must be followed. Unfortunately, we are unable to assist you at this phase, as the activity is between your practice and Optum/CHC.

Once we receive the information above from you, we will forward to you a no-charge Statement of Work (SOW) for signature. The SOW will define roles and responsibilities and outline the process for transition. Given the changes in the CHC approach and the activation of the Optum Exchange clearinghouse, there are activities that must be completed by the practice and eIVF in tandem. Coordination will be important throughout the process. In addition, you should proactively identify your IT resources (company name, point of contact, email, and phone number) as their information will be required by both Optum and eIVF.

Please note that the timing for the final activation of your clinic on the Optum Exchange solution may take several weeks, depending on various factors such as the technical requirements provided by Optum, your clinic's registration readiness, the status of your SOW, and your position in the queue.