

**From:** [eIVF](#)  
**To:** [katie@eivf.org](mailto:katie@eivf.org)  
**Subject:** URGENT: Information Needed for Optum/CHC Exchange Clearinghouse Activation  
**Date:** Monday, May 13, 2024 2:13:04 PM

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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 is targeting mid-May to begin the activation of practices to Optum/CHC's Exchange clearinghouse. **However, we have not received from your practice the crucial data required for the next steps in the migration process.** This step is vital to ensure a seamless transition and activation to Optum/CHC's Exchange clearinghouse.

**Immediate Action Required:** Please complete the Optum RPA SFTP - Data for Setup form as soon as possible, if you haven't done so already. You can access the form here: [Optum RPA SFTP - Data for Setup](#). This form is essential for gathering the necessary details for your clinic's setup and is the sole responsibility of your practice.

**Information to Collect:** Once you complete the form, please ensure you receive and then send the following details to us at [support@eivf.net](mailto:support@eivf.net):

- **Server: [Specific Server URL]**
- **Client ID/Account Number/RPA ID: [Your Optum Client ID/Account Number/RPA ID]**
- **Username: [Your Specific Username]**
- **Password: (Note: This will be sent to you in a separate email directly from Optum)**

**Support and Assistance:** Should you have any questions or require assistance with the form or need specifics like your Client ID/Account Number/RPA ID, do not hesitate to reach out to the RPA Support Team via the Optum Customer Care Hub: [Optum Customer Care Hub](#). Additionally, we have resources available through the [eIVF/Change Healthcare resource website](#).

We recommend working closely with your practice's IT contact, as they will have access to necessary information such as your server and directory details. Please ensure that the Technical Contact information provided on the form is your practice's IT contact.

**Please Note: 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 Statement of Work (SOW), and your position in the queue. As we work through your activation on Optum Exchange, we will communicate specific dates on when to transition your claims processing. There will be a specific date when we recommend you cease processing claims through Availity to minimize denials or duplicate filings. These details will be communicated as part of your specific activation process.**

We appreciate your prompt attention to this matter and look forward to receiving your information soon. Thank you for your cooperation and dedication to ensuring a smooth transition.