

Provider Bulletin

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CLAIMS SUBMISSION

On Wednesday, February 21, 2024, Change Healthcare reported a cyber security incident. This incident resulted in a network disruption that significantly impacted the healthcare industry. Change Healthcare provides FCH with a system called PCS Gateway. PCS manages electronic claims transactions and has been suspended since the incident. Due to this, FCH has not been receiving claims electronically.

FCH has been working through alternative solutions for electronic claim submissions. We have successfully integrated with Availity and have begun ingesting files from Availity. This is a great step forward. We are actively working on other direct connections to additional clearinghouses. We have provided a few options for your consideration. We will continue to share additional updates as we have them.

PROVIDER AVAILITY CONNECTION

[Availity](#) offers the [Lifeline support program](#), providing free digital connectivity for providers to exchange claims and healthcare information with health plans via [Availity Essentials™](#). Learn more about sending claims files to First Choice Health (FCH Payor ID: 91131) by viewing the information listed below.

PROVIDER USING CLEARINGHOUSE WITH EXISTING RELATIONSHIP WITH AVAILITY

If you work with a clearinghouse that has an existing relationship with Availity, that clearinghouse could possibly route your claims to Availity using the FCH Payor ID: 91131. Please contact your clearinghouse's customer service if help is needed.

PROVIDER USING CLEARINGHOUSE CONNECTION OPTION

If you work with a clearinghouse that does not have a relationship with Availity, your clearinghouse partner could contact the Availity Trading Partner team to pursue a partnership. Claims can be routed to your clearinghouse, to Availity then to FCH using the FCH Payor ID: 91131. Please contact your clearinghouse's customer service if help is needed.

TEMPORARY FUNDING

Optum has launched a Temporary Funding Assistance Program to help bridge the gap in short-term cash flow needs for providers who received payments from payers that were processed by Change Healthcare.

For additional information to determine eligibility and funding amount, please register for the program at the website: www.optum.com/temporaryfunding.



EDI Claims Transactions are Now Available on Availity for First Choice Health

Hi Provider,

First Choice Health has partnered with Availity® to offer you electronic data interchange (EDI) health information exchange services for these transactions:

- **837 I, P, Claim Submission**
- **276/277 Claim Status**

We are partnering with Availity.

- Availity has created a [microsite](#) to assist health plans, providers, and trading partners. This microsite provides registration help and resources to self-serve on transactions.
- You can access our [live EDI webinars](#) after you log in with your Availity Essentials™ account.
- For those who cannot self-serve, please [send your help requests](#) to an Availity representative.

Which path is right for you?

If you are a new provider to Availity Essentials, you first need to register. You can find instructions, including a recorded demo, in this [registration microsite](#).

If you registered for Availity Essentials and have an FTP account, you can send immediately.

If you need to submit via direct data entry, log in to Availity Essentials, and go to **Claims & Encounters** and select the type of claim you need to send.

If you are registered for Availity Essentials and do not have an FTP account, you can submit files and pick up reports and ERA files via Availity Essentials. Navigate to **Claims & Payments | Send and Receive EDI Files**. From this location, you can drop claim files and retrieve claim reports and ERA files. Instructions for this process are in the [Upload Transaction Files Through Availity Essentials](#) help topic.

If you are registered for Availity Essentials, do not have an FTP account and would like to submit via FTP, you will need to set up FTP:

- Launch your FTP Client Software
- Create a new entry for accessing the Availity FTP site and use the table below to specify the fields for the new entry.

Host	ftp.availity.com
Port	9922 (typically used for SFTP)
Protocol or server type	Select the appropriate option in your FTP client software for Secure File Transfer Protocol (SFTP). For example, SFTP – SSH File Transfer Protocol
Logon type	If there is an option for the logon type, select normal.
User	The username for your Availity EDI account.
Password	The password for your Availity EDI account.