

## Electronic Transactions for Providers Using Change Healthcare

Change Healthcare is experiencing a cybersecurity incident of unknown scope and severity. To ensure continuity of business for providers and payers and to help facilitate care for millions of patients nationwide, Availity is providing directions for providers who have an existing Availity Essentials account to transact electronically with sponsoring health plans.

### Eligibility and Benefits (270)

The Availity Essentials portal can be used to send eligibility transactions to sponsoring Health Plans. Your practice's users can log in and access Eligibility and Benefits by selecting Patient Registration in the top left of the screen and then selecting Eligibility and Benefits. The payers accessible in the region that the user selects will appear on the dropdown list. Remember, if your practice needs to create new user accounts, contact your Administrator.

### X12 270 API/B2B

Providers and Clearinghouses can send real time x12 270 Eligibility and Benefits transactions direct to Availity's network to sponsoring health plans. Please check the Availity payer list [HERE](#). If your practice needs to create an account for direct submission, email [PartnerManagement@availity.com](mailto:PartnerManagement@availity.com).

### Claim Status (276)

The Availity Essentials portal can be used to send claim status transactions to sponsoring Health Plans. Your practice's users can log in and access the Claim Status link by selecting Claims & Payments on the top left of the screen, then selecting Claim Status. The payers accessible in the region your user selects will appear on the drop-down list. Remember, if your practice needs to create new user accounts, contact your Administrator.

**Availity.com**

## **X12 276 API/B2B**

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## **Claims (837P, 837I, 837D)**

The Availity Essentials portal can be used to send claim transactions to sponsoring Health Plans. Your users can log in and access by selecting Claims & Payments in the top left of the screen and then selecting Claims and Encounters. The payers accessible in the region you select will appear on the drop-down list. Remember, if your practice needs to create new user accounts, contact your Administrator.

## **X12 837 EDI Batch**

Providers and Clearinghouses can send EDI Batch 837 Transactions to Availity for sponsoring health plans. Please check the Availity payer list [HERE](#).

Files need to meet Availity's standards. This includes the file header, payer IDs and other information. Files can be sent via SFTP or web batch upload through Availity Essentials. Please reference these [documents](#).

## **Remittance Advice (835)**

Remittances for many payers are available on the Essentials portal via Remittance Viewer. To view remits for specific payers, you may be required to provide previous check information as part of the validation process. Access our payer list [HERE](#).

## **X12 835 EDI Batch**

Providers and Clearinghouses can receive EDI Batch 835 Transactions from Availity for sponsoring Health Plans. Please check the Availity payer list [HERE](#) for additional information. You may have to enroll for remits depending on the Health Plan and note that certain Change Healthcare and Optum-based health plans may not be available even after enrollment.