



Change Healthcare – Claim Submission Updates

April 2024

EviCore would like to thank you for your participation in our network and the quality services you provide. EviCore has been working to develop other options for claim submission after the Change Healthcare cyber security incident that occurred in February. We understand the Change Healthcare outage has caused disruption in the workflow and have additional guidance on how to submit claims.

Paper Claims

Claims and Correspondence for Cigna Healthcare, AvMed, US Family Health Plan, and Trustmark can be submitted to:

PO Box 700
Lake Katrine, NY 12449

Claims for Emblem (HIP) and Oxford Health Plans can be submitted to:

- Appeals, Invoice, Corrected Claims: PO Box 798, Lake Katrine, NY 12449
- COB Claims: PO Box 779, Lake Katrine, NY 12449
- Emblem (HIP) Original Claims: PO Box 677, Lake Katrine, NY 12449*
- Oxford Original Claims: PO Box 680, Lake Katrine, NY 12449*

* Please note that attachments cannot be processed

Electronic Submission

Electronic claims can be submitted through the following electronic data interchange vendors:

- [Availity](#) (available now)
 - [A Guide for Connecting to Lifeline Payers \(availity.com\)](#)
- [Waystar Health](#) (effective April 5, 2024)

Relevant Payor ID - Health Plan	Payor ID
AvMed	62160
Cigna Healthcare	62160
Emblem (HIP)	14182
Oxford Health Plans	14180
Trustmark	62160
US Family Health Plan	62160
Wellcare Chiro	14188

We appreciate your partnership and patience. If you have any questions about this update or how EviCore continues to respond to the Change Healthcare cyber security incident, please engage us as you do today through your standard channels.