



## Process Update



### Change Healthcare – Claim Submission Updates: Palladian and Chiro Alliance Corporation

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 for AvMed.

#### **Paper Claims**

Claims and Correspondence for AvMed can be submitted to:

PO Box 700  
Lake Katrine, NY 12449

#### **Electronic Submission**

AvMed claims can also be submitted electronically with payor ID 62160 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)

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.

**EviCore**  
By EVERNORTH