



# Process reminders



Dear Valued Provider Partner,

Thank you for your patience as we continue to navigate the Change Healthcare cyberattack. While we do not yet have dates for direct reconnection with Change Healthcare, we've been working diligently to maintain secure alternative options for claim submissions. With this in mind, we want to take a moment to remind you about the key information below to help ensure a smooth experience in the interim.

## + Claim submission options

- Change Healthcare has partnered with Availity for clearinghouse services so that you may submit your claims through Change Healthcare.
- Electronic claims can also be submitted through electronic data interchange vendors [Availity](#) and [Waystar](#).

## + Payor IDs for electronic submissions

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

## + Timing

- Due to the increase in volume of submissions through Availity and Waystar, there may be a delay in portal updates.
- If you submitted an electronic claim after 4/1/24 to Availity or after 4/5/24 to Waystar, please do not resubmit or send via paper. Doing so will create a duplicate claim and increase delays in processing.

## + Claims' status

- You may view claims' status on our claims portal at [evicore.com](https://evicore.com).

## + Missing claims

- For concerns about missing claims as they pertain to timely filing, please contact [clientservices@evicore.com](mailto:clientservices@evicore.com) to discuss the details of your filing reconnection timeline and volume impacted.

Thank you for your participation in our network and the quality services you provide. We appreciate your partnership and patience. If you have any questions about this update or how EviCore by Evernorth<sup>®</sup> continues to respond to the Change Healthcare cybersecurity incident, please engage us through standard channels.