

April 12, 2024

## PROVIDER NOTIFICATION: CLAIMS ROUTING PROCESS UPDATE

### SUMMARY OF NOTIFICATION

Due to the Industry-wide Claims Billing Service Disruption (Change Healthcare Security Breach), we are writing to inform you of an important change in our claims routing process that will affect how you submit claims to us.

### KEY DETAILS

**Effective immediately, all claims must be routed through the Availity Clearinghouse, Community's Provider Portal or TMHP.** This is a temporary solution, and we will provide an update as soon as affected Change Healthcare systems are cleared to resume business.

### ADDITIONAL INFORMATION

We want to assure you that despite this change, your payer IDs remain the same. This means that you can continue using the existing payer IDs when submitting claims through Availity. We will waive timely filing for claims with a "from" date of service (DOS) beginning 11/17/2023 to current, with a receipt date through 03/31/2024.

### RESOURCES

To access Availity Clearinghouse access training please click here: [Availity Lifeline](#) or go to <https://www.availity.com/availity-lifeline-self-serve-resources>.

Thank you for your attention to this matter and for your continued partnership with us. We value your contributions to our network and are committed to ensuring a seamless experience for all parties involved.