

**To:** First Choice VIP Care Plus and First Choice VIP Care Providers

**Date:** March 19, 2024

**Subject:** Additional Information on Claims Payment and Electronic Claims Submission to Availity

**Summary:** While Change Healthcare continues to address their network interruption related to a cyber security incident, continues to address their network interruption related to a security incident. Below are updates for our systems and processes:

- 1. Claims payments:** We have resumed payments for claims submitted prior to the incident. Since Change Healthcare is still unable to accept claims submissions, providers who submitted claims during the outage may be able to resubmit them either through Availity and PCH Global, or once Change Healthcare's connectivity is restored, through Change Healthcare. We appreciate the inconvenience this is causing.
- 2. Electronic claims submission:** We have established a connection with Availity to receive electronic claims. In order to submit electronic claims to our plan you must register with Availity.
  - If you or your clearinghouse do not currently use Availity to submit claims, register at: <https://www.availity.com/Essentials-Portal-Registration>.
  - You will find registration options for Healthcare and Atypical Provider, so please choose the one that aligns with your business.
  - Availity is waving registration fees for our providers.
  - The First Choice VIP Care and First Choice VIP Care Plus payer IDs for claim submissions have not changed.
  - If you are currently registered with Availity for another payor, or if you use another clearinghouse, **you must request that they route your electronic claims for First Choice VIP Care and First Choice VIP Care Plus to Availity.**

**Availity resources:**

- For registration process assistance and other resources, access the [training site](#) link on the Availity registration page.
- Resources for Providers, Health Plans, and Trading Partners: <https://www.availity.com/availity-lifeline-self-serve-resources>
- A new user guide is available at: [https://www.availity.com/documents/Welcome\\_New\\_User.pdf](https://www.availity.com/documents/Welcome_New_User.pdf).
- An administrator guide is also available at: [https://www.availity.com/documents/Availity\\_paa.pdf](https://www.availity.com/documents/Availity_paa.pdf).
- *A Guide for Connecting to Lifeline Payers* is available for **providers who utilize a practice management system, EHR, or other billing software to generate claim batch files** at: [https://www.availity.com/documents/learning/LP\\_AP\\_LifelineClaims/index.html#](https://www.availity.com/documents/learning/LP_AP_LifelineClaims/index.html#/).

- Upon logging into the system, check your **Notification Center** on the Home page for quick access to an Availity Essentials Onboarding course.
- You may also access the Availity Learning Center for a comprehensive, training solution that helps healthcare organizations train their staff on Availity products.
  - To Access
    - Log in to Availity Essentials
    - Click Help & Training | Get Trained

**Questions:**

Please note, our Provider Services Department will not be able to assist with processing of your payments any sooner.

For further assistance with Availity, providers can call Availity Client Services at:

**1-800-282-4548** Monday-Friday, 8:00 am to 8:00 pm (ET). The Client Services team supports all Availity products and works with callers until an issue is resolved. Providers may also submit a request directly to an Availity representative via: <https://marketing.availity.com/availability-lifeline>.

If you have other questions, you may contact First Choice VIP Care and First Choice VIP Care Plus Provider Services at:

- First Choice VIP Care Plus: 1-888-978-0862
- First Choice VIP Care: 1-888-978-0151