

Provider Bulletin

Senior Whole Health of New York, Inc.

March 18, 2024

Optum-Change Healthcare outage

Senior Whole Health of New York, Inc. (SWH NY) is advising our providers of a critical outage of our third-party vendor, Optum-Change Healthcare (CHC), resulting in impacts to *Electronic Claims Submission, Payment and Settlement Services*.

Status update

Molina has established a dedicated contact center to assist providers impacted by the CHC outage, which is available Monday-Friday from 5AM PST to 6:30PM PST.

The contact center number is (844) 548-7684.

Reminder

Claims submission

Providers utilizing CHC to submit claims to SWH NY prior to this outage may now do so via our alternate established connection with SSI Group clearinghouse or another clearinghouse of their choice. Providers not directly utilizing CHC can and should continue utilizing their current clearinghouse for claims submission. Our Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key in claims for submission.

Providers can register with SSI Group for claim submission via Claimsnet's Provider Registration Form located online at

<https://products3.ssigroup.com/ProviderRegistration/register>.

Providers can register with Availity Essentials to key in claims for submission at

<https://www.availity.com/molinahealthcare>.

During this transition, we encourage all our providers submitting paper claims to explore our electronic submission options.

For those providers who have submitted electronic claims to SWH NY via a clearinghouse on or after 2/21/2024 and have not received acknowledgment from SWH NY of receipt, we advise resubmitting those claims as soon as possible. This statement does not apply to any providers submitting directly to SSI Group, UHIN, TMHP, COBA, Ohio Medicaid Enterprise System (OMES) or via our Availity portal solution.

Provider payments

Molina has established a direct connection with ECHO, a **CHC** partner, to resume provider payment processing. ECHO has not been impacted by this outage. Payments have resumed and will be processed in the order received.

835 Electronic Remittance Advice files and Explanation of Payment

835 Electronic Remittance Advice (ERA) files and Explanation of Payment (EOP) will continue to be available on providerpayments.com. Please note there may be slight changes to the format of the EOP; however, all required data elements are included.

Eligibility Verification

SWH NY member batch eligibility verification (270/271) services is provided by **SSI Claimsnet, LLC** (“SSI Group”) clearinghouse, and was not impacted by the CHC outage. It has remained available. In addition to online verification with SSI Group, eligibility verification continues to be available via the Availity Essentials portal, the SWH NY’s Contact Center and IVR. Molina’s member eligibility continues to be updated timely.

Questions?

We understand that the **CHC** outage can disrupt you and your practice. SWH NY is in regular contact with CHC, ECHO, SSI Group and Availity Essentials to help mitigate this outage, and we will continue to update our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

All questions should be directed to SWH NY’s Provider Contact Center at (877) 353-9819 or your SWH NY Provider Services representative.