

Change Healthcare Outage - Affecting BCBS IL HMO Claims Submission

Change Healthcare is experiencing a system-wide outage due to a cyber-security issue as of February 21st, 2024. Guidehealth uses Change Healthcare as its clearinghouse to receive electronic claims.

As of March 8th, 2024, Guidehealth has established a lifeline connection with Availity for claims submission. Providers can submit their claims through our existing payer IDs or choose to submit claims directly through Availity. If you are not registered with Availity, please create an account. Visit <https://www.availity.com/availity-lifeline-self-serve-resources> for information on how to register and set up 837 batch EDI claim submissions. These lifeline services are free for providers.

We recommend you follow the Change Healthcare website for updates:

<https://status.changehealthcare.com/>

Also please follow the Guidehealth portal for updates: <https://secure.guidehealth.com/>

What does this mean for providers?

Providers that use clearinghouses other than Change Healthcare can submit their claims to Guidehealth through our existing payer IDs. No reconfiguration is needed. Only providers that use Change Healthcare as their clearinghouse will need to register with an alternate clearinghouse to begin sending their claims. If you are not registered with Availity, please create an account

What do I need to do next?

Availity has provided Guidehealth and our BCBS IL HMO providers with a lifeline to submit electronic claims to our existing Payer IDs. This connection went live on 3/8/24. If you are not registered with Availity, please visit Availity's website for information on registering and submitting batch 837 EDI claims. Availity Lifeline <https://www.availity.com/availity-lifeline-self-serve-resources>

This website contains the following information:

- Guidance for registering on Availity Essentials
- Guidance on performing key transactions through Availity Essentials as an established registered user
- Training demos on sending and receiving transactions

Do providers need to resubmit their claims from 2/21/24 through 3/7/24?

If you've received a rejection from your clearinghouse after submitting your electronic claims, please resubmit your claims.

Is Guidehealth accepting paper, faxed, or securely emailed claims?

We ask that providers hold on to their claims and do not submit them via paper. Sending claims via paper will result in additional processing delays. Guidehealth does not accept faxed or emailed claims.

Is there a *Create Claims* function on the portal utilized by Guidehealth (<https://secure.guidehealth.com/>)?

No, we do not have this functionality on our website. However, providers can manually create and submit claims via the Availity portal. This is free for providers during our lifeline emergency connection.