



March 11, 2024

We are pleased to announce that MetroPlusHealth is able to accept claims through its connection with Availity. For those Providers who are submitting claims through any clearinghouse excluding Change Healthcare, claims will start to flow through our system.

On a temporary basis, MetroPlusHealth is extending claim appeals and timely filing timelines for impacted claims.

- Appeals for claims partially paid, fully paid or denied, on or after February 21 have an additional 30 days beyond standard timeframes until further notice and resumption of normal activity.
- The timely filing period to submit claims has also been extended by an additional 30 days.
- Please check our [Change Healthcare Provider Response Center](#) for regular updates on these extensions.

We encourage providers to go to our [Change Healthcare Provider Response Center](#) for more resources to support claims payment and eligibility verification with MetroPlusHealth.

Providers submitting a request via the March 8, 2024 [Insurance Carrier Letter No. 2 \(2024\)](#) can send the form to MetroPlusHealth via email or mail address below:

Email: CHSCSuspensionCertification@metroplus.org.

Or mail to:

MetroPlusHealth Plan
50 Water Street, 7th Floor
New York, NY 10004
Attn. Legal Department

[Click here](#) to see the latest communication and resources on
impact of the Change Healthcare Cyber-attack.



MetroPlusHealth, 50 Water Street, 11th Floor, New York, NY 10004

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