

Date: May 16, 2024

Subject: Update on the Change Healthcare (CHC) Outage and Electronic Remittance Advices (ERAs)

We are pleased to share that as of May 15, 2024, MetroPlusHealth began sending Electronic Remittance Advice (ERAs) through Availity from claims paid February 21, 2024 and forward.

If you are currently set up to submit electronic claims (i.e., 837s) via Availity, you can register directly with Availity to receive 835s or, if you are using another clearinghouse, you just need to notify your clearinghouse that MetroPlusHealth 835's will be available through Availity.

If you are not setup to receive 835's with any clearinghouse, you can go to www.availity.com to register with Availity or you may register with another clearinghouse who works with Availity as soon as possible.

If you have any questions, contact us at Changehealthcareresources@metroplus.org or call our Provider Call Center at 800.303.9626. We are here to support you.

To access our latest communications and resources on the impact of the Change Healthcare Cyber attack, visit <https://metroplus.org/changehealthcare/>.

Thank you for your cooperation.