



A product of AmeriHealth Caritas North Carolina, Inc.

To: AmeriHealth Caritas Next Providers

Date: November 21, 2024

Subject: Restoration of Optum/Change Healthcare Connectivity

AmeriHealth Caritas Next has restored connectivity with Optum/Change Healthcare. The restoration of connectivity with Optum/Change Healthcare affords our providers options for claims submissions.

Electronic claims

AmeriHealth Caritas Next providers will have the option of submitting electronic claims via:

- Optum/Change Healthcare Providers with a software vendor or who use another clearinghouse to submit claims to Optum/Change Healthcare must consult their vendor/clearinghouse to confirm the process for claim submission. Please note: The 275 Claim Attachment transaction is currently available via Optum/Change Healthcare.
- Availity Providers or clearinghouses not currently using Availity to submit claims, must register at: https://www.availity.com/intelligent-gateway/. Please note: The 275 Claim Attachment transaction is currently available via Availity.

Manual/direct entry claims

Providers may submit manual/direct entry claims via:

- Optum/Change Healthcare ConnectCenter™ This option is currently only available for providers who had an established account prior to the security incident. Access to the portal and usernames will remain the same but a password reset, and multi-factor authentication are required.
- **PCH Global** Providers not currently using PCH Global must enroll for claims submission at: https://pchhealth.global.

Questions:

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 1-855-266-0219.

AmeriHealth Caritas Next and First Choice Next are individual and family health plans offered both on and off the Health Insurance Marketplace® by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.