



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice Providers

Date: November 25, 2024

Re: Restoration of Optum/Change Healthcare Connectivity

Summary: Keystone First/Keystone First CHC/ Keystone First VIP Choice has restored connectivity with Optum/Change Healthcare. The restoration of connectivity with Optum/Change Healthcare affords our Providers options for claims submissions.

Electronic claims

Keystone First/Keystone First CHC/ Keystone First VIP Choice 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 **1-800-521-6007**.