

PROVIDER UPDATE:

Service Options available during the Change Healthcare Cybersecurity Incident

We are reaching out with an update on the recent Change Healthcare (CHC) security incident. That incident has caused CHC to take all of its systems offline, and therefore interrupt provider claims submission to us via CHC. Thankfully, CHC is just one of multiple options for provider claims submission to us. While CHC is working diligently to restore their operations as quickly as possible, unfortunately, their systems remain offline. If you have any concerns about whether or not claims submitted to HN1 amid the CHC outage that began on 02/21/24, you are welcome to resubmit those claims through an alternative clearinghouse. CHC and the entire clearinghouse industry are coordinating to help re-route claims during the CHC outage.

Claim Submission Options

Smart Data Solutions (Payer ID 65062 Professional; 12k89 Facility)

- Here is how to register with SDS:
- Providers will need to go to <https://portal.smartdatastream.us> and select register.
- If they need help registering, they can call the SDS Provider Support team at 855-297-4436.
- Once they register, SDS will provide a guide for use of the portal. In addition, here is an overview of the Smart Data Solutions Stream Clearinghouse Provider Portal. <https://www.youtube.com/watch?v=gXoMGxwTNhs>

Availity (Payer ID 65062 Professional; 12k89 Facility)

- Availity will route claims through SDS to us.
- Providers may visit <https://www.availity.com/availity-lifeline-self-serve-resources> to learn more about Availity options while Change Healthcare services are offline.

HN1 Provider Web Portal (Direct Data Entry)

- Visit <https://asp.healthsystemone.com/pwprequestform/>

Paper Claims Submission

- As a last resort, our addresses for paper claims submission are:
 - Eye Management, Inc. | P.O. Box 21730 | Fort Lauderdale, FL | 33335-1730
 - Health Network One, Inc. | P.O. Box 21608 | Fort Lauderdale, FL | 33335-1608
 - Therapy Network | P.O. Box 350590 | Fort Lauderdale, FL | 33335-0590

Eligibility Verification

- Visit Health Plan Web Site
- Visit our Provider Web Portal
- Availity OR Smart Data Solutions

835/Electronic Remittance Advice Reports

Smart Data Solutions (Payer ID 65062)

- Visit <https://portal.smartdatastream.us> to register and enroll with SDS for the 835/ERA.

We will continue to share updates as they become available. If you have any questions or concerns, please reach out to our claims support team via our phone at 877-372-1273, Option 6.