Medical Billing Professionals Support Suite

Payment Manager Issue Resolved

2018-04-26 - Medical Billing Professionals - Comments (0) - General

Payment Manager Issue Resolved

It is our understanding that the issue with Payment Manager has been resolved. Without becoming too technical, Change Healthcare had mistakenly changed the account settings for each our our client accounts, which prevented access to the program.

Back-end support at Change worked yesterday on correcting the account setting for each of our client accounts. It is possible that they may have failed to correct for select clients of ours, but for the most part the issue should be fixed.

THEREFORE, I AM REQUESTING THAT ALL OF OUR CLIENTS WHO UTILIZE PAYMENT MANAGER PROMPTLY LOG INTO THE PROGRAM.

IF YOU ARE UNABLE TO LOG IN AND RECEIVE THE SAME ERROR MESSAGE AS PREVIOUSLY THAT YOU HAVE NOT PURCHASED ANYTHING, PLEASE LET ME KNOW SO I CAN NOTIFY SUPPORT AT CHANGE HEALTHCARE.

Thanks for your patient and understanding this week during these frustrating times.

Steve