Medical Billing Professionals Support Suite

Update on Change Healthcare--March 8, 2024

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Update on Change Healthcare

Change Healthcare has issued some good news online:

"We expect to begin testing and reestablish connectivity to our claims network and software on March 18, restoring service through that week."

So let's keep our fingers crossed that their testing works. For now:

- For our TherapyNotes clients who opted in for OfficeAlly, we will continue to submit billing via OfficeAlly.
- For our non-TherapyNotes clients who opted in for Availity, we will continue to submit billing via Availity.

Because of the Change Healthcare news, we will not take client enrollments for OfficeAlly (for TherapyNotes users) for Availity.

It is important to understand when Change Healthcare is again available for our TherapyNotes and non-TherapyNotes clients we may have to re-enroll you for electronic claims with certain payers. This may delay submissions once Change Healthcare goes online again. However, many payers allow for multiple clearinghouses so for these payers we will not have to re-enroll you.

Let's all keep our fingers crossed that their testing is successful and that we are again running as usual within the next couple of weeks!!

Thanks to all for your understanding during these hard times.

Steve