

NOTICE: BCBSAZ Health Choice Solution for Providers – Change Healthcare Cybersecurity Incident

March 15, 2024

Dear provider,

In response to the ongoing Change Healthcare system outage, BCBSAZ Health Choice has developed temporary, alternative solutions via our [Provider Portal](#) to allow providers to directly submit claims without the need for a clearinghouse, and to allow downloading and printing of remittance advices.

Electronic 837 Claims Submissions

Please follow the instructions outlined below in lieu of submission to Change Healthcare to UPLOAD electronic claims submission.

- Log into the secure [Provider Portal](#) as normal and navigate to the 'Documents' section
- Navigate to 'Upload files' in the upper right corner
- Select appropriate 'EDI File Types', 'Line of Business', and 'Choose File' from your network to upload
- The portal will validate the file uploaded matches the file type selected before accepting for processing
- Files accepted for processing will be updated with a status of 'File Sent to Claim System'

Electronic 835 Remittance Advices

Please follow the instructions outlined below to DOWNLOAD electronic remits.

Printable Paper Remittance Advices

Please follow the instructions outlined below to PRINT paper remits.

- Log into the secure [Provider Portal](#) as normal and navigate to the 'Documents' section

- Select '835-Electronic Remittance Advice' under 'File Types'.
- Select 'Line of Business' (not required)
- Click 'Apply Filters'
- Under 'Filename' identify 835 file to download
- Click on the file hyperlink under 'Filename' to download to your network system, then open.

- Select 'RA-Paper Remittance Advice' under 'File Types'
- Select 'Line of Business' (not required)
- Click 'Apply Filters'
- Under 'Filename' identify RA file to download
- Click on the file hyperlink under 'Filename' to download to your network system
- Open the RA file from the downloaded location on your network
- Print PDF file as you would any other document

For more information on the Change Healthcare (now a subsidiary of Optum) cybersecurity incident: [Optum Solutions Status – Update: Some applications are experiencing connectivity issues. \(changehealthcare.com\)](#)
If you have any questions, please reach out to your Network Provider Representative.

To view this notice for embedded links and content specific to education-related material, please visit us online at [BCBSAZ Health Choice \(healthchoiceaz.com\)](#) under our "For Providers" tab.



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