

NOTICE: Alternative Claims Submission Clearinghouse, Optum iEDI – Change Healthcare Incident Response

March 29, 2024

Dear provider,

Effective March 19, 2024, BCBSAZ Health Choice added an alternative solution to support electronic claims submissions. **Providers can now submit electronic 837 claims to Optum iEDI**, a clearinghouse that was developed outside the Change Healthcare environment. iEDI was not impacted by the cybersecurity incident.

The Optum iEDI Clearinghouse is in addition to the BCBSAZ Health Choice Provider Portal claims submission alternative as outlined in our March 15, 2024, notice to providers. It is important to note that these are temporary solutions to support provider claims submissions and payments as a result of the incident.

Provider's requiring support with the iEDI Clearinghouse should contact their dedicated Optum Account Manager. If you do not have an Optum Account Manager, you can submit an inquiry to Optum via their general form located here: <https://www.unitedhealthgroup.com/ns/changehealthcare/iedi.html>. We have included our payer IDs below for reference.

Payer ID	Payer Name	Transactions
62179	BCBSAZ Health Choice Arizona	837 Institutional, Professional and Dental
62180	BCBSAZ Health Choice Pathway	837 Institutional and Professional
RP105	BCBSAZ ACA Standard Health With Health Choice	837 Institutional, Professional and Dental

To avoid duplicate claim denials, please ensure that you are submitting claims through only one of the available options. If you submitted claims to a clearinghouse that works with iEDI and you received a 'submitted' response, you do not need to resubmit through iEDI. Providers can contact their clearinghouse directly to confirm responses.

For more information on the Change Healthcare (now a subsidiary of Optum) cybersecurity incident: [Optum Solutions Status – Update: Some applications are experiencing connectivity issues. \(changehealthcare.com\)](https://www.changehealthcare.com/solutions/status-update)

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 \(healthchoiceaz.com\)](https://www.bcbsaz.com/healthchoice) under our "For Providers" tab.



Health
Choice