

Visit the Change Healthcare Customer Care Hub to create a new support case or inquire about an existing support case. Customer Care Hub is available 24/7.

<https://customercare.changehealthcare.com>

Communications and Payment Services

E-mail address: PayerIncoming@changehealthcare.com

Phone Number : 800-804-7430, 6:00 AM to 7:00 PM Central Time M-F (Excluding Holidays)

Payer EDI Services

Phone Number: 866-858-8938, 7:00 AM – 5:00 PM Central Time. M-F (Excluding Holidays)

For critical issues after hours: 866-858-8938, Option 1

For invoice questions: 866-858-8938, Option 1, 3

E-mail address: PayerVendorBillingInquiries@changehealthcare.com

Change Healthcare Dental Support Team

Phone: 877-394-0027, 7:00 AM to 6:00 PM Central Time M-F (Excluding Holidays)

Payer Connectivity Services (PCS) Support Team

Phone: 877-411-7271, 8:00 AM to 5:00 PM Central Time M-F (Excluding Holidays)

E-mail address: CHC_pcssupport@changehealthcare.com

RelayHealth EDI Payer EDI Support:

Phone Number: 800-527-8133 Central Time M-F (Excluding Holidays)

E-mail address: AssuranceEDISupport@changehealthcare.com

Issues Identified by Provider and Escalated to the Payer

Provider contacts the payer prior to contacting their vendor or the Change Healthcare Help Desk.

For questions or concerns regarding claim routing or clearinghouse rejections, the provider should be instructed to contact their Vendor for support. Change Healthcare will work with the Vendor as needed to research and resolve the issue. If the provider is a direct Change Healthcare submitter, he or she should contact their Change Healthcare product support team.

Enrollment

ERA, Claims, Real-time, EFT - <https://support.changehealthcare.com/customer-resources/enrollment-services>

EFT Participating Payers List - <https://support.changehealthcare.com/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms/eft-participating-payers>

All EFT Forms - <https://support.changehealthcare.com/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms>

Change Healthcare Web Resources

Change Healthcare Home Page - <http://www.changehealthcare.com>

Change Healthcare Payer List - <https://support.changehealthcare.com/customer-resources/payer-lists>

Change Healthcare HIPAA Simplified page - Your online resource for HIPAA 5010, NCPDP D.0, ICD-10, and other HIPAA regulations - www.hipaasimplified.com

EHNAC Accreditation - <http://www.ehnac.org/>

Change Healthcare Vision Login Page - <https://access.emdeon.com/CIHS/>

Change Healthcare Client Access System - <https://cas.changehealthcare.com/login>