

# Provider Bulletin

Senior Whole Health of New York, Inc.

February 26, 2024

## Optum-Change Healthcare Outage

Senior Whole Health of New York, Inc. (SWH NY) is advising our providers of a critical outage of our third-party vendor, Optum-Change Healthcare (CHC), resulting in impacts to: *Electronic Claims Submission, Payment, and Settlement Services*.

### Claims Submission

Providers utilizing CHC to submit claims to SWH NY prior to this outage, may now do so via our alternate established connection with **SSI Claimsnet, LLC** (“SSI Group”) clearinghouse or another clearinghouse of their choice. Providers not directly utilizing CHC can and should continue utilizing their current clearinghouse for claims submission. Our Availity Essentials Provider portal solution was not impacted by this outage and remains available as another option to key-in claims for claims submission.

Providers can register with SSI Group for claim submission via the Claimsnet’s Provider Registration Form located online at: <https://products3.ssigroup.com/ProviderRegistration/register>

Providers can register with Availity Essentials to key-in claims for submission at: <https://www.availity.com/molinahealthcare>

During this transition we encourage all our providers submitting paper claims to explore our electronic submission options.

**For those providers who have submitted electronic claims to SWH NY via a clearinghouse on, or after 2/21/2024, and have not received acknowledgement from SWH NY of receipt, we advise resubmitting those claims as soon as possible.** This statement does not apply to any providers submitting directly to SSI Group, UHIN, TMHP, COBA, or via our Availity portal solution.

### Provider Payment

Provider payment through CHC is currently unavailable and we are actively working on an alternate payment solution. Additional information will be available soon.

We understand that this outage can disrupt you and your place of practice. SWH NY is in regular contact with CHC and our key partners to help mitigate this outage. We will be in continued communication with our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

### Questions?

All questions should be directed to SWH NY’s provider contact center at 877-353-9819 or your local provider services representative.