Change Healthcare Service Outage – Resource Overview
Rev 04/26/2024

Version 12.8.0.16

This special release supports changes to the Insurance Billing Function for Direct and Clearinghouse claim submission. We encourage you to update at your earliest convenience.

If you are an Advantage Server client, follow these instructions to update to a new version:
o   Read the instructions
o   Watch the video

If you are an Advantage Cloud client, you will be updated automatically. E-Mail special requests to EDIDirectPatch@compulinkadvantage.com

Direct Claim Submission

Submit claims directly to payors who allow manual uploading of electronic claims through their provider payor portals.
Important: Version 12.8.0.16 extends this functionality past 03/31/2024.
o   Read the instructions
o   Watch the video

Optum iEDI Clearinghouse

You must create a NEW One Healthcare ID
Optum sent a *One Healthcare ID User Invitation* email to our EDI clients on or around 03/13/2024. Follow the instructions to create the One Healthcare ID (OHID) and link it to Optum for claim submission.
o   Read the instructions
o   Watch the video

CHC Emdeon Vision clients will be migrated to the Optum iEDI platform permanently.

Payor Enrollment Status To download the current list of payors available in the Optum iEDI system, please click here. If the enrollment requirement column shows "Y*" for a payor, there is no need for you to individually enroll; these payors have already been bulk-enrolled by Optum.

Videos
•   Resolving Optum iEDI Claim Rejections
•   How to run the Reset Claim Billing Utility

Please email support@compulinkadvantage.com if you need assistance.