

To: First Choice VIP Care Plus and First Choice VIP Care Providers

Date: December 3, 2024

Subject: Restoration of Optum/Change Healthcare Connectivity

Summary: First Choice VIP Care Plus and First Choice VIP Care has restored connectivity with Optum/Change Healthcare. The restoration of connectivity with Optum/Change Healthcare affords our providers options for claims submissions.

Electronic claims

First Choice VIP Care Plus and First Choice VIP Care providers will have the option of submitting electronic claims via:

- **Optum/Change Healthcare** - Providers with a software vendor or who use another clearinghouse to submit claims to Optum/Change Healthcare must consult their vendor/clearinghouse to confirm the process for claim submission. ***Please note: The 275 Claim Attachment transaction is currently available via Optum/Change Healthcare.***
- **Availity** - Providers or clearinghouses not currently using Availity to submit claims must register at: <https://www.availity.com/intelligent-gateway/>. ***Please note: The 275 Claim Attachment transaction is currently available via Availity.***

Manual/direct entry claims

Providers may submit manual/direct entry claims via:

- **Optum/Change Healthcare ConnectCenter™** - This option is currently **only available for providers who had an established account prior to the security incident**. Access to the portal and usernames will remain the same but a password reset and multi-factor authentication are required.
- **PCH Global** - Providers not currently using PCH Global must enroll for claims submission at: <https://pchhealth.global>.

Questions:

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at:

- First Choice VIP Care Plus: 1-888-978-0862
- First Choice VIP Care: 1-888-978-0151