



Availity As Temporary Clearinghouse Available During Change Healthcare Outage

March 6, 2024

During the Change Healthcare outage, HAP is partnering with Availity EDI Clearinghouse to accept 837 electronic submission of your HAP Commercial and Medicare Advantage claims (Payer ID 38224). Please note:

- If you are currently connected to a clearinghouse other than Change Healthcare, you will not need to make any changes for HAP to begin receiving your claims from Availity.
- Availity will notify their network of trading partners that HAP claims should be directed to Availity.
- We anticipate that you will be able to resume HAP claim submissions by the end of this week. We will be issuing an announcement in the days ahead when the connection with Availity is active.
- This transition to Availity is temporary and will continue throughout the Change Healthcare outage. During this temporary transition to Availity, you will **not** receive an 835 electronic remittance advice. However, you can still obtain this information from the provider HAP portal. Simply, log in at **hap.org** and select *Remittance Advice*.

If you only submit claims through Change Healthcare, you will need to connect to an alternative clearinghouse. If you are interested in establishing a connection with Availity, you can find more information [here](#).

Continue to watch the HAP Provider Newsroom for information about the Change Healthcare outage and future announcements regarding our reconnection to Change Healthcare following the outage.

Note: This communication does not apply to HAP CareSource Medicaid and MI Health Link. It only applies to claims submitted to Payer ID 38224.