



## Claims Processing for Pay Date Feb. 27 (Commercial and Medicare HMO and PPO Claims)

Feb. 26

Claims received prior to the Change Healthcare outage will be processed and remitted as follows:

- Payments will be rendered via normal processing (e.g., check or EFT).
- Remittance Advice documents are available when you log in at **hap.org**. If you need help with your username or password, just use the “forgot username” or “forgot password” buttons.

**Reminder!** Currently, Optum, Change Healthcare and their affiliates are experiencing a network interruption and therefore the transactions below are impacted and are not available currently.

- 834
- 835
- 837
- Eligibility verifications though 270/271

This message does not apply to HAP CareSource.