



Dx Gap Advisor Program Ending!

Recently, Optum combined with Change Healthcare and acquired the Dx Gap Advisor product. Optum regularly reviews existing products and services to ensure they align with the evolving health system and best meet your unique needs. Through these evaluations, it has been decided that Dx Gap Advisor will end December 31, 2023.

Here is what you can expect next.

- Discontinue automatic provider messaging on Oct. 31, 2023
- Discontinue provider outreach for unsubmitted claims on Dec. 31, 2023
- Messaged claims that are resubmitted after Oct. 31, 2023 will be sent directly to HAP

You should continue to ensure your claims are complete, accurate and contain all appropriate diagnosis codes prior to submission to HAP.

Across Optum, they share a vision for achieving a simpler, more intelligent, and adaptive health system for patients, payers, and care providers. They are committed to developing and delivering solutions that help our customers drive more value in the marketplace to enhance payer and provider relations by embedding analytics and solutions into existing workflows and desired communication channels.

We want to work with you to minimize the impact of this product ending. If you have questions about Dx Gap Advisor ending, please call Change Healthcare Customer Service. They can be reached at **(844) 592-7009**, option 3.