



Reminder - Dx Gap Advisor Program Ending Soon!

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.

Below is a timeline of the current and future activity.

- Automatic provider messaging stopped on Oct. 31, 2023.
- Messaged claims that are resubmitted after Oct. 31, 2023 are being sent directly to HAP.
- Provider outreach for unsubmitted claims will end on Dec. 31, 2023.

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

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.