

March 13, 2024

Subject: Change Healthcare Cyberattack and How Presbyterian Is Supporting You

Dear Provider:

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) recognize the challenges to providers posed by the Feb. 21 Change Healthcare cyberattack. In order to facilitate timely payments for claims and provide necessary assistance, Presbyterian is proactively informing providers of alternative submission methods available for claims processing:

- 1) Providers may submit their claims to an alternate clearinghouse. Alternate clearinghouses, divided below into options for behavioral health and physical health providers, include:

Behavioral Health Clearinghouses

- **Payerpath**
1-877-623-5706
www.payerpath.com
- **Office Ally**
1-866-575-4120
www.officeally.com
- **Availity**
1-800-AVAILITY (282-4548)
www.availity.com
- **RelayHealth**
1-800-527-8133 (option 2)
www.relayhealth.com
- **Health EC**
1-877-444-7194
www.healthec.com
- **Trizetto Provider Solutions**
1-800-969-3666
www.trizetto.com/providersolutions

Physical Health Clearinghouses

- **Availity**
1-800-AVAILITY (282-4548)
www.availity.com
- **Nthrive**
(678) 323-2500
www.nthrive.com
- **ClaimMD**
(505) 757-6060
www.claim.md

- 2) Claims may also be submitted to Presbyterian via FastClaim either by direct entry or by utilizing an 837 electronic claims file. FastClaim can be accessed by logging into the provider portal at mypres.phs.org.

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Presbyterian exists to ensure all of the patients, members and communities we serve can achieve their best health.

www.phs.org

If you have any questions or need assistance, please contact our dedicated **Change Healthcare Cyberattack Helpline at (505) 923-8500 or 1-800-863-8710**, Monday through Friday, 8 a.m. to 5 p.m.

UnitedHealth Group and Optum Health have additional information and resources available at www.unitedhealthgroup.com/changehealthcarecyberresponse and status.changehealthcare.com/incidents/hqpjz25fn3n7.

For more information regarding claims submissions, please view the Presbyterian provider manuals available at www.phs.org/providermanuals. As always, thank you for partnering with us to improve the health and wellness of the patients, members and communities we serve.

Healthy regards,
Provider Network Operations

Provider Network Operations



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5757 or 1-888-923-5757 (toll-free)

Contact Guide: www.phs.org/ContactGuide



Mailing address: P.O. Box 27489, Albuquerque, NM 87125

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