CLEAR HEALTH ALLIANCE

Bulletin

Clear Health Alliance	7/8/2016	Clear Health Alliance latest 835 Enhancements

Clear Health Alliance latest 835 Enhancements!

Clear Health Alliance is committed to strengthening its relationship with its outstanding provider partners.

We are listening to you and making improvements that will assist you in providing excellent care to our members.

Effective July 13, 2016, 835 Electronic Remittance Advice (ERA) enhancements will be in place. The enhancements will provide better reporting of claim denial reasons.

If you selected to receive ERA payments from all payers, no action is necessary.

If you did not select all payers when registering or are not sure, please contact Change Healthcare formerly Emdeon to enroll/update your 835 ERA setup.

Providers can contact the below numbers for setup options/more info:

- New customers: please contact the Epay team at 866-506-2830, option 1
- Current customers: 1-866-506-2830 option 3 for Epay support.

Our goal is to "simply" provide excellent service to our partners.

Contact Us

Provider Services: (877) 915-0551

Eligibility Verification, Prompt # 1

Referrals and Authorizations, Prompt # 2

Claims Status, Prompt # 3

Provider Relations, Prompt # 4

Pharmacy Department, Prompt # 5

Email: provideradministration@simplyhealthcareplans.com

Frequently Asked Questions • • •

When will changes take effect?

- **Wednesday, July 13, 2016.**

What is the contact information for Change Healthcare formerly Emdeon?

- **New Customer: 1-866-506-2830, option 1**
- **Current Customers: 1-866-506-2830, option 3**
- **Website: http://changehealthcare.com/about/contact-us**

Is there an 835 Companion Guide?

- **You can access the guide via this link: http://www.emdeon.com/resourcepdfs/X12835StandardCompanionGuide.pdf**

What is Emdeon's payment manager module?

- **Payment Manager allows you to search for payment, run template reports and setup/configure your profile as needed.**

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