



Dear Valued Client,

We are aware of and closely monitoring the cyber security issue that occurred on February 21st at Change Healthcare.

HPS/PayMedix uses Change Healthcare as an intermediary for certain Electronic Data Interchange (EDI) transactions. We are aware that some providers may be experiencing challenges submitting claims and/or receiving payment information (remits). This letter provides information to our network providers experiencing the impact of the Change Healthcare network disruption.

Our team is in contact with Change Healthcare to obtain as much information as possible, including timelines for the restoration of services and impacts to our members.

We've been advising our network providers who directly use Change Healthcare for EDI transactions to stay "digital first" and use one of our other business partners for their electronic transactions until this service interruption is resolved. We also work with Waystar, and if you are working with an outsourced vendor, they may have other options to consider.

Waystar is our approved electronic transaction vendor for claim submission.

If you would like to submit a paper claim by mail, you can send it to the address as follows.

Payer ID 20270
PO Box 510620
Milwaukee, WI 53203

In the future, if you receive claim filing time-exhausted denials that you believe were related to this incident, please do not hesitate to contact us for assistance in working with our various partners to achieve a supportive resolution.

For Provider Remits, please log in to our provider portal and download the 835 remittance advice. If you have trouble logging onto the portal or have lost your username or password, please get in touch with Diego Ornelas and our Provider Relations team at providerrelations@hps.md or 414-710-3377.

We also have established relationships with the following vendors for electronic remittance advice delivery:

- Experian
- Outsource aka OS Healthcare | OS Inc
- Waystar fka Zirmed

As a reminder, a significant benefit of being an HPS network provider is our Single Payment System®. As claims begin to process again, you will receive your full allowed amount (Contract Rate) of payments (including patient responsibility) in accordance with the reimbursement terms in your HPS/PayMedix Agreement, and will not have delayed billing imposed on patients, which could adversely impact patient financial experience and cash yield.

We will add additional information to our portal as we receive it from Change Healthcare or as we receive questions that should be shared with all. In the meantime, please get in touch with us at providerrelations@hps.md or 414-710-3377 if you have further questions or concerns.

Thank you,

Brian Marsella
President
HPS/PayMedix