

## NATIONAL CLAIMS ADMINISTRATION

The content of this FAQ pertains to Kaiser Permanente Members\*

### Change Healthcare: Claims Processing FAQ for Providers | V4, Updated as of 04/04/2024

---

#### Q1: Is KP able to receive all EDI claims now from Change Healthcare?

A: Change Healthcare has 3 main clearinghouses (Relay Health Exchange, Emdeon Legacy, and PCS). As of 4/3/2024 KP has established a connection with the Relay Exchange for the following regions:

Kaiser Foundation Health Plan of Colorado
Kaiser Foundation Health Plan of Georgia
Kaiser Foundation Health Plan of Northern California Region
Kaiser Foundation Health Plan of Southern California Region
Kaiser Foundation Health Plan of the Mid-Atlantic
Kaiser Foundation Health Plan of the Northwest

We are able to accept both 837I and 837P claim transactions via this exchange, and transmit 835 files for any provider currently enrolled with Relay Exchange.

Kaiser Foundation Health Plan of Hawaii (KPHI) is not currently active. KPHI is enrolled in PCS and Change Healthcare has not yet activated that product for transmission of claims.

Please also note that Change Healthcare has not yet activated the Emdeon Legacy for transmission of claims.

#### Q2: Can Kaiser Permanente provide Electronic Remittance Advice (ERAs) to providers to allow for posting of ERA (835) transactions?

A: Kaiser Permanente can send the ERA extract via Secure File Transfer Protocol (SFTP). In order for KP to send providers the ERA extract, please send the following information and request to [NEHBO@kp.org](mailto:NEHBO@kp.org):

- NPI
- TIN
- Check #
- Check amount
- A valid e-mail address to send the ERAs to

Providers can also access Explanation of Payments (EOPs), a form of ERA, on our secure provider portal, Online Affiliate. For more information about the portal and registering if you don't already have an account can be found on our [Community Provider Portal \(CPP\) site](#) under the "Online Provider Tools" tile.

**Q3: Are there adverse impacts to Kaiser Permanente’s ability to issue payments?**

A: Kaiser Permanente is fully operational and does not use Change Healthcare for issuing payments. Kaiser Permanente is working with delegated entities who may be impacted if they use Change Healthcare to issue payments.

**Q4: Can Kaiser Permanente provide cash advances to help providers?**

A: We are encouraging providers to submit through other clearinghouses. Kaiser Permanente is processing claims received and with no disruption in Kaiser’s ability to send electronic payment and remittance advice to providers. However, if you need a payment advance to assist with your financial challenges caused by the Change Healthcare outage, please contact your local provider contracting and relations team member for assistance.

**Q5: Can Kaiser Permanente accept EDI 837 transactions from any clearinghouse? If not, do you have an alternative way for providers to submit claims?**

Kaiser Permanente accepts 837s from the clearinghouses listed in the table below. For large volumes (greater than 10k claims volume per month), providers can submit direct to Kaiser Permanente.

The requirements to submit to Kaiser Permanente directly are:

- Provider to have SFTP / Secured File Transfer capability.
- Provider should have ASC X12 837 5010v file.

List of alternative to CHC clearinghouses for Kaiser Permanente:

Clearinghouse	Northern CA	Southern CA	Hawaii	Georgia	Northwest	Mid-Atlantic	CO	WA
Office Ally	94135	94134	94123	21313	NW002	52095	91617	91051
Navicare	N/A	N/A	N/A	21313	N/A	N/A	N/A	N/A
Availity (formerly REALMED)	N/A	N/A	N/A	N/A	N/A	54294	N/A	91051
SSI	NKAISERCA	SKAISERCA	94123	21313	SS002	52095	91617	91051
Trizetto	N/A	N/A	N/A	N/A	N/A	N/A	N/A	91051
Zirmed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	91051

**Q6: Will timely filing requirements for claims be waived at this time?**

A: For contracted providers who use Change Healthcare, we will be extending the timely filing in the CA, HI, GA, VA, MD, DC, OR, CO markets for our commercial members for each calendar day that change healthcare is down.

For contracted and non-contracted providers in WA, for commercial members, there is a 365-calendar day timely filing period, there will be no changes at this time and KP will assess, if needed.

For non- contracted providers who use Change Healthcare we will be extending the timely filing in California for our commercial members from 180 calendar days to 365 calendar days. (The markets outside of CA already have a 365-calendar day timely filing period.)

We will continue to follow federal and state timely filing rules for the applicable members in all regions.

\*Kaiser Permanente members includes all individuals enrolled in Kaiser Foundation Health Plan, Inc. (for its Northern California, Southern California and Hawaii regions), Kaiser Foundation Health Plan of Colorado, Kaiser Foundation Health Plan of Georgia, Inc., Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., and Kaiser Foundation Health Plan of the Northwest, as well as individuals enrolled in the fully-insured health plans issued by Kaiser Foundation Health Plan of Washington, Kaiser Foundation Health Plan of Washington Options, Inc. and Kaiser Permanente Insurance Company.