

## NATIONAL CLAIMS ADMINISTRATION

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

### Change Healthcare: Claims Processing FAQ for Providers | V5, Updated as of 04/29/2024

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

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

Relay Exchange Connection by Region	Established Connection Date
Kaiser Foundation Health Plan of Colorado	04/03/2024
Kaiser Foundation Health Plan of Georgia	04/03/2024
Kaiser Foundation Health Plan of Northern California Region	04/03/2024
Kaiser Foundation Health Plan of Southern California Region	04/03/2024
Kaiser Foundation Health Plan of the Mid-Atlantic	04/03/2024
Kaiser Foundation Health Plan of the Northwest	04/03/2024
Kaiser Foundation Health Plan of Hawaii (KPHI)	04/15/2024

We are able to accept both 837I and 837P claim transactions submitted via Relay Exchange or iEDI via this exchange, and transmit 835 files for any provider currently enrolled with Relay Health, Emdeon Legacy/OKC, and iEDI.

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

We are encouraging providers with these clearinghouse options to utilize Relay Health Exchange, iEDI, or another Clearinghouse alternative.

**Q2: 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.

**Q3: 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.

**Q4: Can Kaiser Permanente provide Electronic Remittance Advice (ERAs) to providers to allow for posting of ERA (835) transactions?**

A: Kaiser Permanente has established connections via the CHC Relay Health Exchange to transmit 835 files for any provider currently enrolled with Relay Health, Emdeon Legacy/OKC, and iEDI. All current 835 files are transmitting daily

We are in the process of transmitting any 835 files not otherwise forwarded to providers that were generated at the time of the Change Healthcare incident and through our re-establishing connection with Relay Health Exchange for 835s. We expect all of those to be transmitted before the end of April

If needed, 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.

**Q5: 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. If your claim was to be received by 2/21/2024, when Change Healthcare was impacted, we have extended your timely filing period 60 days (equivalent to the impacted days Change Healthcare was 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.

**Q6: 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	Colorado	Washington	Self-Funded
Office Ally	94135	94134	94123	21313	NW002	52095	91617	91051	N/A
Navicare	N/A	N/A	N/A	21313	N/A	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	N/A
SSI	NKAISERCA	SKAISERCA	94123	21313	SS002	52095	999990273	91051	N/A
Trizetto	N/A	N/A	N/A	N/A	N/A	N/A	N/A	91051	N/A
Zirmed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	91051	N/A
Relay Health	RH009	94134	RH0011	RH008	RH002	RH010	RH003	91051	94320
Alternate IDs	94135 KS003	KS001	94123	21313 NG010	93079 NG009	NG008	91617 COKSR		

\*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.