

## UPDATE #4

March 28, 2024, 12:00pm

- **Piedmont continues to receive electronic claims successfully from our new clearinghouse, Smart Data Solutions (SDS).** Because of the service interruption with our former clearinghouse, Change Healthcare, all electronic claims submitted for payment by Piedmont during the period of 2/21/24 – 3/1/24 must be resubmitted\* through our new clearinghouse, SDS. Reminder: **Our Payor ID, 55768, remains unchanged.**

*\*If you are not getting payments from Piedmont, check your (Provider) clearinghouse's connection with SDS, or call our Customer Service Team at 800-400-PCHP (7247).*

- Our authorization process has not been affected and remains functional.
- Piedmont's payment and remittance processes have not been affected and remain functional. Providers may access Explanations of Payment through [ECHO](#).

## UPDATE #3

March 21, 2024, 5:00pm

Please continue to visit our website at [PCHP.net](#) where all updates are posted. Not all updates are communicated via email.

- **Piedmont is now receiving electronic claims from our new clearinghouse, SDS. Because of the service interruption with Change Healthcare, all electronic claims submitted for payment by Piedmont during the period of 2/21/24 - 3/1/24 must be re-submitted through our new clearinghouse, SDS. Our Payor ID 55768 remains unchanged.\***

*As posted on our website last week, we continue to encourage you to communicate with your (Provider) clearinghouse to ensure that connectivity is established with SDS for your electronic claims submissions.*

- **Providers may continue to submit paper claims to the address on the back of Piedmont's member ID cards (P.O. Box 21406, Eagan, MN 55121).**

If you have questions regarding claims related to the Change Healthcare service interruption, please contact Piedmont Customer Service at 800-400-PCHP (7247).

- **270/271\* eligibility verification remains non-functional with Change Healthcare. Piedmont is currently establishing a new process with SDS for 270/271\* transactions. Further information will be provided when this is operationalized. In the meantime, please continue to verify eligibility using our Provider Portal located here.**
- **Piedmont's authorization process has not been affected and remains functional.**
- **Piedmont's payment and remittance processes have not been affected and remain functional. Providers may access Explanations of Payment through ECHO.**

If you have any questions, please call Piedmont's Customer Service Team at 800-400-PCHP (7247).

***\*Two corrections to the Provider Notice emailed on March 21, 2024:***

- 1. Piedmont's Payor ID # was incorrect. The correct Payor ID remains unchanged as 55768.***
- 2. Eligibility verification transactions were incorrectly referenced. Eligibility verification files are referred to as 270/271 files. (Eligibility and Benefit Inquiry and Response).***

## **UPDATE #2**

**March 15, 2024 4:00pm**

Piedmont is implementing SDS as our new clearinghouse. Our Payor ID 55768 remains unchanged.

We encourage you to communicate with your (Provider) clearinghouse to ensure that connectivity is established with SDS for your electronic claims submissions.

## **UPDATE #1**

March 12, 2024 5:00pm

### **Information for Piedmont Community Health Plan Providers Following Change Healthcare's Service Interruption**

Piedmont Community Health Plan has discontinued all systems linked to Change Healthcare and is implementing a different solution for our electronic claims submissions. We will provide more information regarding that solution on our website at PCHP.net as soon as the details are in place.

For business continuity in the meantime and effective immediately, please note:

- **Member eligibility may be verified using our Provider Portal located [here](#).**
- **Paper claims may be processed by sending them to the address on the back of our member ID cards (P.O. Box 21406, Eagan, MN 55121). Again, please visit our website for updates regarding a different method to submit electronic claims.**
  - **Piedmont's Payor ID remains unchanged.**
- **Piedmont's payment and remittances have not been affected and remain functional. Providers may access Explanations of Payment through ECHO via <https://www.providerpayments.com/>**
- **Piedmont's authorization process has not been affected and remains functional.**

If you have any questions, please call Piedmont's Customer Service Team, 800-400-PCHP (7247).