



Bulletin

Simply Healthcare Plans
Clear Health Alliance
Better Health

6/12/2017

Change Healthcare dba
Emdeon Payment Services
Updates

Change Healthcare dba Emdeon Payment Services Updates

Change Healthcare dba Emdeon will be updating their systems on June 12, 2017 to include a pay by NPI payment option. Providers will be able to log on to the Emdeon website and register an NPI in combination with the Tax ID to receive payments by NPI.

To register your NPI with Emdeon you must call them directly at (877) 363-3666 or visit them online at <https://cda.changehealthcare.com/Portal/>.

Providers who have previously enrolled with an NPI are not required to re-enroll for Emdeon's service. You can choose to continue to receive payments based on your current setup, you will not be required to re-register with Emdeon.

While enrolling for the new payment method, we encourage our providers to enroll in Epayment services. Epayment is an electronic fund transfer function that allows providers to receive payments quicker and directly to their bank accounts.

Emdeon provides a Payment Manager login where providers have multiple functions like: Centralized Storage of Archived Data, Customer Defined Reporting Options, Payment Deposits to Any Bank, and Electronic Remittance as well as guides to assist you through the process.

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 is the effective date for new provider setup?

- June 12, 2017

Will Providers need to re-enroll?

- If a provider would like to use their NPI and did not originally provide it to Emdeon they will have to log on to the account and update as needed.

What if I need assistance?

- You may contact Emdeon directly at (877) 363-3666 or visit <https://cda.changehealthcare.com/Portal/> for additional information.
- You may contact your local Provider Relations Representative or call our Provider Services team at 1-877-915-0551, Option 1

How can I set up Epayment Services?

- You may contact Emdeon directly at (877) 363-3666 and provide them with our Payer-ID.

What are our Payer-ID's?

- Simply Health – 27094
- Clear Health - 27094
- Better Health - 20488

Mailing Address:
9250 W. Flagler Street
Suite 600