

Provider Network News

Change Healthcare: System Outage Impacting PCHP Operations

UPDATE: March 29, 2024

Eligibility: Members are being sent new Member ID cards.

Complaints and Appeal Letters: All letters for member and provider complaints are now being sent out.

EOPs: PCHP identified that the incorrect DOS and codes/modifiers were not being included on EOPs sent in March 2024. PCHP has corrected this issue for any EOPs received on and after 3/25/2024. PCHP is working on a solution to have corrected EOP's available to providers for those impacted with the wrong DOS in March.

UPDATE: March 15, 2024

EOPs & Payments: PCHP has resolved the system outage issue that impacted distribution of provider payments. As of 3/15/2024, PCHP has resumed all payments, claims will be processed in the order received, and providers can expect to receive payments immediately. To view electronic EOPs, please login to the ECHO portal at www.providerpayments.com.

UPDATE: March 5, 2024

EOPs & Payments: Due a system outage, PCHP has not been able to process payments (check and EFT) since 2/22/2024. PCHP is working on a solution, but as of 3/5/2024, there is no ETA on when payments will continue.

Temporary Funding Assistance Program through Optum:

Change Healthcare processes payments for many payers, including PCHP, and those systems were impacted.

We understand the urgency of resuming payment operations and continuing the flow of payments through the health care ecosystem. While we are working to resume standard payment operations, we recognize that some providers who receive payments from payers that were processed by Change Healthcare, may need more immediate access to funding.

Change Healthcare has mobilized Optum Financial Services to help colleagues and customers support the most impacted providers.

To learn more about short-term temporary funding assistance, please visit www.optum.com/temporaryfunding.

UPDATE: February 27, 2024

EOPs & Payments: Due a system outage, PCHP has not been able to process payments (check and EFT) since 2/22/2024. As of 2/27/2024, there is no ETA on when payments will continue.

UPDATE: February 26, 2024

Prior Authorization: As of 2/26/2024, Prior Authorizations can be submitted through PCHPs Provider Portal. The status of Prior Authorizations are also available on the provider portal.

EFFECTIVE: February 22, 2024

PCHP is currently experiencing a system outage affecting PCHP members and providers. Our partner, Change Healthcare, is experiencing a network interruption related to a cyber security issue. There is currently no estimated date of restoration.

Below are services and systems impacting PCHP Providers, along with intermediary solutions:

Prior Authorization:

PA Submissions:

- Due a system outage, Prior Authorizations requests submitted through PCHP's Provider Portal cannot be accepted at this time. Effective immediately, all prior authorizations need to be submitted via fax:

Fax Prior Authorization Request to:

Fax Number: 1-214-266-2085

Toll-Free Fax: 1-844-303-1382

Fax Inpatient Prior Authorization Requests to:

Fax Number: 1-214-266-2084

Fax Number: 1-844-303-2807

PA Status: Due a system outage, Prior Authorizations status's will not be available on the PCHP Provider Portal for authorization submitted on 2/22/2024. Please contact our Provider Customer Service line at 1-888-672-2277 (HEALTHfirst/STAR Medicaid) or 1-888-814-2352 (KIDSfirst/CHIP, CHIP Perinate) for a status request of a newly submitted Prior Authorization.

Eligibility: Members will not be able to receive a new Member ID card. To verify member eligibility, please utilize the PCHP Provider Portal or contact our Provider Customer Service line at 1-888-672-2277 (HEALTHfirst/STAR Medicaid) or 1-888-814-2352 (KIDSfirst/CHIP, CHIP Perinate).

EOPs & Payments: Due a system outage, PCHP will not be able to process payments (check and EFT) on 2/22/2024. Payments are expected to continue next week. EOPs through ECHO Health is also down at this time. EOP information through the Provider Call Center is limited to the follow: Draft number, type of payment, payment date, and dollar amount. Specific claim information is not available at this time.

Claims: If you are a provider who submits claims through the Change Clearinghouse, you may be impacted by the system outage. Please contact your clearing house for more information. Providers can submit claims to PCHP through one of the following:

1. TriZetto Provider Solutions: Our Preferred Electronic Data Interchange (EDI) Source
2. On CMS approved paper forms (CMS-1500 or CMS-1450). Paper Claim forms mailing address: Parkland Community Health Plan
Attn: Claims
P.O. Box 560327
Dallas, TX 75356

Complaint and Appeal Letters: Due to a system outage, complaint and appeal resolutions resolved on 2/21/2024 will not be sent to providers or be visible on the PCHP Provider Portal. To check the status of a complaint and appeal please contact our Provider Customer Service line at 1-888-672-2277 (HEALTHfirst/STAR Medicaid) or 1-888-814-2352 (KIDSfirst/CHIP, CHIP Perinate).