

NATIONAL CLAIMS ADMINISTRATION

The content of this FAQ pertains to Kaiser Permanente Members*

Change Healthcare: Claims Processing FAQ for Providers | V3, Updated as of 03/25/2024

Q1: 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.

Q2: 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.

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 accept EDI 837 transactions from any clearinghouse? If not, do you have an alternative way for providers to submit claims?

Alternative clearinghouse to Change Healthcare listed in the table below:

Trading Partner	270/271	276/277	278	834	835	837
Office Ally						Batch
athenahealth	RealTime	RealTime				
Availity (THIN)	RealTime					Batch
Centrex Revenue Solutions (Integra)						Batch
Claim Logic	Batch & Real-Time					Batch
Dorado Systems						
EligibleAPI	RealTime	RealTime				Batch
Experian Health	RealTime					Batch
First Choice						Batch
Gateway EDI (Etech/TriZetto/Cognizant)						Prof only
Healthcare Data Exchange (HDX)						Batch
HMS	Batch & Real-Time					
MedData(TransUnion)	RealTime					
Allscripts Payerpath						Prof only
Nuesoft						Batch
Passport Health	RealTime	RealTime				
Recondo Technology	RealTime	RealTime				
SSI Group						Batch
TransUnion	RealTime	RealTime				
XIFin						Prof only
Zirmed	RealTime					Batch

*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