

Change Healthcare Update



January 2020

ILLINOIS

Dear Providers,

Starting January 1, 2020, the following updates will go into effect regarding claims reviewed by Change Healthcare. Change Healthcare is contracted with Meridian to perform a post adjudication record review on claims. The Special Investigations Unit (SIU) team at Meridian oversees all processing of claims denied Change Healthcare investigation.

1. We will no longer be accepting records for claims denied TCF10 (no response to records request)
 - a. It is the provider's responsibility to submit **any** requested records directly to Change Healthcare for review
 - b. If a claim is denied TCF10, the SIU team will note the claim in MCS providing the appropriate fax, email and mailing address for Change Healthcare
 - c. If the provider did not receive their records request letter from Change Healthcare, please contact the SIU Prepay team with the claim number and state and she will be able to supply you with a copy of the records request letter for the provider
2. Any records submissions for Change Healthcare investigations **must** include an appeal letter. Meridian will no longer accept records that do not include an appeal letter
 - a. Appeal letters should include the reason for dispute, the claim information, member information, date written, and what documents are being included
 - b. Appeals with multiple members or claims will not be accepted
 - c. Appeals regarding any other type of denial or rejection (e.g., authorization) will not be submitted to Change Healthcare
3. Change Healthcare follows the same appeals timely filing schedule as the Meridian Claims department. Any disputes or appeals received past those timeframes will not be reconsidered
 - a. IL: 180 days from the date of service, plus 120-day grace period from the last true denial
4. Providers should not be contacting Change Healthcare to dispute claim denials. Providers are required call the Meridian Member Services department regarding denials
 - a. The only time providers are permitted to call Change Healthcare to verify whether or not records were received. Check the status of records by calling **952-224-8650**

To submit record to Change Healthcare's, you may send by:

Fax: **949-234-7603**

Email: **medicalrecords@changehealthcare.com**

Mail: Change Healthcare 5755 Wayzata Blvd St. Louis Park, MN 55416

Please contact SIU Prepay team with any questions regarding the updates listed above at **SM_SIUPrepay@WellCare.com** or contact the SIU Prepay Manager, Latanya Johnson at **713-349-2296**.

Sincerely,

Meridian