

## UPDATE - Change Healthcare ProviderNet Outage – August 2022

### IMPORTANT OUTAGE NOTIFICATION

Change Healthcare's service portal, ProviderNet, has recently experienced an outage. Access to limited services in ProviderNet are now back online and are available to certain existing ProviderNet users (See the below Update for additional details). Please note that there is currently no estimated date of restoration for new enrollments and/or changes to banking information via ProviderNet. As a valued provider, we wanted to share the following information with you to minimize impacts to Molina providers due to this outage. Change Healthcare has also published a customer service alert regarding this issue.

#### Payments

- There will be no impact or disruption to scheduled payments (EFT or paper check) from Molina.
- 835s will continue to be available through the Change Healthcare clearinghouse. Providers should expect the 835/Electronic Remittance Advice (ERA) to continue to be delivered through their current clearinghouse.
- Electronic Explanation of Payments (EOPs) will continue to be available on both the [Molina Provider Portal](#) and [Availity Essentials Portal](#).
- Update – The ProviderNet portal is now available, with features being limited to view and download Explanation of Payment (EOP) and 835/Electronic Remittance Advice (ERA).
  - **Only existing, authenticated users of ProviderNet can be verified and re-gain access.**
  - New enrollments are not being accepted at this time.
  - Email Change Healthcare at [WCO.Provider.Registration@ChangeHealthcare.com](mailto:WCO.Provider.Registration@ChangeHealthcare.com).
  - See the specific request process on the [ProviderNet portal](#)

#### Changes to banking information for Electronic Funds Transfer (EFT)

- Changes to banking information for EFT payment is currently unavailable via ProviderNet. If changes are needed to banking information for EFT during this outage, providers should contact Change Healthcare Provider Services directly at [WCO.Provider.Registration@ChangeHealthcare.com](mailto:WCO.Provider.Registration@ChangeHealthcare.com)

#### New provider registration

- Need access to an electronic EOP? Please register as a Molina Provider on the Availity Essentials Provider Portal. Information on how to register is available here <https://availity.com/molinahealthcare>

If you still have a question or need assistance with a payment, please follow the usual escalation inquiry process with Molina.