

Update: Important notice regarding Change Healthcare's delivery of Healthy Blue 835 (ERA) files

If you use Change Healthcare as your electronic data interchange (EDI) clearinghouse, there was an interruption beginning in October 2019 that may have prevented your Healthy Blue electronic remittance advice (ERA) or 835 files from being delivered. As of February 5, 2020, this issue has been resolved.

Please note: the Availity payer ID for Healthy Blue is 00661.

Who should I contact with questions?

- Availity: For questions on registering for Availity or enrolling for 835s, contact Availity Client Services at **1-800-282-4548**.
- E-Solutions: For questions on the status of Change Healthcare's resolution efforts, call the E-Solutions Service Desk at **1-800-470-9630**.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.