

Date: March 7, 2024

To: All WellSense Providers

From: WellSense Health Plan

Subject: **Change Healthcare Outage Update**

Product:  MassHealth  Clarity plans (formerly QHP)  Senior Care Options

## Change Healthcare Outage Update

Due to unexpected events with Change Healthcare, WellSense continues to experience delays in posting PDF versions of electronic remittance advices (ERAs) across all product lines. 835 ERAs aren't impacted and will be available per our usual schedule. However, if you use Change Healthcare to download your 835 ERAs, you won't have access to your ERAs until Change Healthcare is back online. Please contact your clearinghouse with any questions and available options.

Providers who aren't enrolled in EFT payments may experience delays receiving a check, but Change Healthcare is actively working on options for these providers. Please reach out to Change Healthcare with any questions regarding these options.

We encourage all providers to transition to EFT payments to avoid issues with paper checks. If you're currently receiving paper checks and would like to receive payments electronically or need information about your paper check, please contact us at [provider.info@wellsense.org](mailto:provider.info@wellsense.org) (for MA providers) or [nhproviderinfo@wellsense.org](mailto:nhproviderinfo@wellsense.org) (for NH providers).

Change Healthcare hasn't yet provided an expected resolution time or date. We apologize for this inconvenience and anticipate resolving this issue as soon as we're able.