



## ATTN: UNITED HEALTHCARE (UHC)/OPTUM PROVIDERS

### Issues with United Healthcare/Optum ERA via Change Healthcare

Change Healthcare is currently experiencing issues with receiving and processing ERA (Electronic Remittance Advice) files coming from Optum. Optum is experiencing issues with producing ERA files from their systems that **impacts check dates May 25, 2022, through current.**

In addition to the issues above, on June 16, 2022, Optum made a change to ERA files delivered to Change Healthcare that has impacted Change Healthcare's ability to process those files. This issue is **impacting Optum ERA files delivered to Change Healthcare from June 16, 2022, to current.**

**Change Healthcare is actively working with Optum to resolve these issues with URGENT PRIORITY and will continue to communicate status of these issues until resolved. Watch for future News Blasts from MEDTRON with updates.**

#### Action Required by Customer:

**None: Please be aware of delayed delivery of ERA files for the following payers.**

00773	UnitedHealthcare / Spectera Eyecare Networks	86047	UnitedHealthcare Community Plan / NJ (formerly Americhoice NJ Medicaid)
03432	UnitedHealthcare Community Plan / AZ (formerly AZ Physicians IPA APIPA)	86050	UnitedHealthcare Community Plan / MO
04567	UnitedHealthcare Community Plan	87726	UnitedHealthcare / MAHP - MD IPA Optimum Choice and MLH
06111	UnitedHealthcare (Oxford Health Plans)	95378	Neighborhood Health Partnership
36273	AARP Hospital Indemnity Plans insured by UnitedHealthcare Insurance Company/ AARP Medicare Supplement Plans insured by UnitedHealthcare Insurance Company	95467	UnitedHealthcare Community Plan / MI (formerly Great Lakes Health Plan)
37602	UnitedHealthOne / Golden Rule	95959	UnitedHealthcare West/UnitedHealthcare of CAOKORTXWA
39026	UMR (formerly UMR Wausau)	96385	UnitedHealthcare Community Plan / KS (KanCare)
39151	WEA Insurance Group	3135M	MDwise Healthy Indiana Plan
41161	OptumHealth / OptumHealth - Physical Health (includes Oxford)	3519M	MDwise Hoosier Healthwise Hospital
44054	Government Employees Health Association (GEHA)	HOSH1	Dignity Health Sacramento Hosp SHO
61101	Humana Inc./Humana Puerto Rico	NYU01	UnitedHealthcare Community Plan / NYU
74227	UnitedHealthcare StudentResources	OMDBH	Optum Maryland Behavioral Health
81400	UnitedHealthcare / All Savers Insurance	TEX01	UnitedHealthcare Community Plan / TX
84146	CHAMPVA - HAC	UFNEP	UnitedHealthcare Community Plan / NE
		WID01	UnitedHealthcare Community Plan / WI

For assistance or questions, contact MDS/MSI:

From MEDPM or MEDEHR sign-on screens double click on [helpdesk@medtronsoftware.com](mailto:helpdesk@medtronsoftware.com) to compose an email to our Support Team. You may also email [helpdesk@medtronsoftware.com](mailto:helpdesk@medtronsoftware.com) directly from your email server. The email will auto-create a ticket in our Help Desk system and send you an automated reply with your ticket # for all future correspondence related to your question/concern.