



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice Providers

Date: March 6, 2024

Re: Alternative Claim Submission Option Available

Summary: Change Healthcare, our electronic data interchange (EDI) clearinghouse for claims and payment cycle management, continues to address their network interruption related to a security incident. In the interim, **Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice has established an alternative solution for Providers to submit claims via direct claims entry through PCH Global.**

Direct claims entry allows Providers to manually enter claims into the claims processing system. This alternative solution is similar to the Change Healthcare claim submission functionality which was available through the NaviNet provider portal prior to the system interruption.

To submit claims directly, please go <https://pchhealth.global/> and click the **Sign Up** tab in the upper right hand corner to register.

As you walk through the registration process you will be asked to select the source through which you were referred to PCH Global; select Payor. You can submit your claim without incurring cost by entering the Promo Code **Exela-EDI** after clicking the Apply Promo Code button.

For a detailed walk through of the registration process, refer to the PCH Global Registration manual, found on the PCH Global website in the Resource Menu.

Questions:

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments any sooner. If you have other questions, you may contact Provider Services at **1-800-521-6007**.