

# Frequently Asked Questions

Updated 5/1/24

## **Do you know when Change Healthcare services will be back online?**

Please refer to Change Healthcare's [cyber response website](#) for the latest information.

## **What other clearinghouses do you work with?**

A [list of our approved clearinghouses](#) is available on our Provider Portal.

If you have a relationship with a clearinghouse not on this list, check with them, as they may be able to submit to HealthPartners through a third-party intermediary.

## **Are you processing claims received prior to Feb. 21?**

Yes, we're processing claims received through Change Healthcare prior to the Feb. 21 cyber security issue, but remittances won't be available through Change Healthcare. You can read and download electronic remittance advice directly through the self-service option in our Provider Portal.

Claims received through other sources are not affected.

## **Can we download a consumable txt version of the 835 remittance advice through the Provider Portal?**

A consumable version of the ANSI 835 remittance advice files for providers affected by the Change Healthcare outage is now available through the Provider Portal. Individuals with a Provider Portal account can access these files through the Remittance Inquiry application. For now, this option is only available to providers affected by the Change Healthcare outage. Individuals who need a HealthPartners Provider Portal account should contact their site delegate ([find your delegate](#)) or register their organization.

Individuals who need a HealthPartners Provider Portal account should contact their site delegate (*click here to find your delegate* <https://www.healthpartners.com/findmydelegate>) or register their organization by visiting [healthpartners.com/provider](https://www.healthpartners.com/provider) and clicking on "Register Here" or [www.healthpartners.com/providerregistration](https://www.healthpartners.com/providerregistration).

For now, this option will only be available to providers affected by the Change Healthcare outage. 835 remittance advice files will continue to be available to all providers as a downloadable PDF through the Provider Portal. We'll share more information on the consumable version as soon as that option is available.

## **Can we submit claims by paper?**

Electronic submission is strongly preferred to avoid processing delays.

## **How do I sign up for the Provider Portal?**

View our [step-by-step guide](#) for both providers and billing organizations/third parties and our [self-registration FAQ](#).

## **I forgot my log in information for the Provider Portal, can you help?**

Yes. Please follow these steps if you [forgot your username](#) or [forgot your password](#).

## **Who can I contact with questions?**

If you have questions not answered in this FAQ, please contact your HealthPartners contract manager.