

MCG message

To: All Blue Cross Complete providers

Date: March 8, 2024

Subject: Claim Submission Update

While Change Healthcare continues to address their network interruption related to a cyber security incident, Blue Cross Complete has established alternative claims submission options for our providers.

Electronic claims submission:

- Blue Cross Complete has established a connection with Availity to receive electronic claims. If you or your clearinghouse do not currently use Availity to submit claims, you may register at: [availity.com/Essentials-Portal-Registration](https://www.availity.com/Essentials-Portal-Registration).
- You will find registration options for Healthcare and Atypical Provider. Choose the one that aligns with your business.
- For registration assistance and other resources, access the [training site](#) link on the Availity registration page.

Direct entry (manual) claim submission:

- Blue Cross Complete has also established a direct claims entry process through PCH Global. To submit claims directly, please go to pchhealth.global and click the **Sign-Up** link in the upper right hand corner to register.
- Complete the registration process and log into your account. You will be asked how you heard about PCH Global; select **Payer**, then **AmeriHealth**.
- Access your profile by clicking on **Manage User** and then **My Profile**. Upon completion of the profile information, go to the **Subscription Details** screen and select the **More** option on the right-hand side to enter the promo code **Exela-EDI**.
- When you are ready to submit claims, use the following information to search for our payer information:
 - Payer name: AmeriHealth
 - P.O. Box: 7355
- For a detailed walk through of the registration process, refer to the [PCH Global User Manual](#).

Please note, our Provider Services Department will not be able to assist with processing of your payments any sooner. If you have questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

**Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.*