



Provider communication

General information and system updates

July 23, 2024

Change Healthcare Frequently Asked Questions

Applicable to: Mercy Care ACC-RBHA, Mercy Care LTC, Mercy Care DDD, Mercy Care DCS CHP, and Mercy Care Advantage

Mercy Care would like to provide a **Frequently Asked Questions (FAQ)** regarding Change Health Care.

Can I reprocess claims within the last year if I do not have access to the Explanation of Benefits (EOB)? Providers can reprocess any Mercy Care claim using the Availity portal and do not need the EOB to reprocess.

Do I have access to view historical remittance advice (RA)? The process to view historical remittance advice has been partially restored. Providers can review all payment information from Jan 11, 2024, forward through the Availity portal. If a provider is seeking a remittance copy prior to that period, it can be requested through the Provider Relations team.

Does Mercy Care have a date when we can review all RA's? – Mercy Care is currently working with Change Health Care to reestablish direct viewing of all remittance advice directly through the Availity portal. We currently do not have a date of when this will be available. A notification will go out once availability has been restored.

As always, don't hesitate to contact your **[Mercy Care Network Management Representative](#)** with any questions or comments. You can find this notice and all other provider notices on our **[Mercy Care website](#)**.

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