



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

MEMORANDUM

TO: Valued STAR and CHIP Providers

FROM: El Paso Health

DATE: 3/28/2024

RE: Cyberattack: Change Healthcare Incident Impact and Options

On Feb. 21, 2024, Change Healthcare announced they experienced a cybersecurity incident. El Paso Health (EPH) does not utilize Change Healthcare's however the incidence may have affected many of our health care partners. EPH is providing guidance for those providers affected. We ask the you notify us to establish and prioritize the necessary actions to process your claims.

As a provider, you have options for submitting claims that do not require connectivity with Change Healthcare. Those include:

- Signing in directly to the [El Paso Health Provider Portal](#) for claims submission thru [Availity](#).
- If you are using a clearinghouse other than Availity or TPS, your clearinghouse should provide you with their Payer Identifications and they will direct all claims through Availity or TPS to El Paso Health.
- Texas Medicaid & Healthcare Partnership (TMHP) portal TMHP can forward claims directly to the health plan (STAR/CHIP)

Sending claims electronically is preferred and is your fastest path to payment however Manual claims may also be submitted to EPH to the following address:

El Paso Health - Claims
P.O. Box 971370
El Paso, TX 79997-1370



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EPH Availability/TPS Payer Identifications	
Program	Payer ID
El Paso First Health Plans Premier Plan STAR and Medicaid HMO	EPF 02
El Paso First Health Plans CHIP	EPF 03
El Paso Health Plan HCO Healthcare Options Preferred Administrators	EPF 37
Preferred Administrators Children's Hospital	EPF 10
Preferred Administrators Children's Hospital	EPF 11
El Paso Health Medicare Advantage Dual SNP	EPF 07

- ❖ Electronic data interchange (837) transactions **do not require approval**
- ❖ Electronic data interchange (835) Remittance Advise **requires approval**. Please review our [forms misc tab](#) ERA (835) Form.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com