



Frequently Asked Questions

Updated March 13, 2024

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

Change Healthcare has not shared an anticipated timeline for full restoration of its services. 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?

Currently 835 remittance advice is available as a downloadable PDF. We're working on a consumable txt version for providers affected by the Change outage. We'll share more information as it's available.

Can we submit claims by paper?

Electronic submission is strongly preferred to avoid processing delays. [MN E-Connect/Health EC](#) offers a free claim direct data entry option for medical and dental providers.

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.