



**TO**

All Providers

**REGARDING**

Claim Submission Options for Providers Unable to Use Electronic Transactions

## Claim Submission Options for Providers Unable to Use Electronic Transactions

On February 22, 2024, ForwardHealth alerted providers to a Change Healthcare network service interruption due to a cyber security issue. ForwardHealth has halted all transactions with Change Healthcare to protect its networks and data. As a result, providers who use Change Healthcare services are unable to conduct electronic transactions such as submitting claims (including pharmacy Point-of-Sale claims) or confirming member eligibility.

Providers are encouraged to refer to the [Change Healthcare Service Interruption: Resources for ForwardHealth Providers](#) page of the Portal for updated information and resources.

This ForwardHealth Alert outlines claim submission options for providers who are unable to submit transactions due to this issue.

### Claim Submission Options

While submitting through electronic transactions is common, providers may also use the following methods to submit claims to ForwardHealth:

- [Direct Data Entry](#) (DDE) on the ForwardHealth Portal
- Paper claim submission
- [Provider Electronic Solutions](#) software



### *Direct Data Entry on the Portal*

Providers can submit the following claims to ForwardHealth using DDE on the Portal:

- Professional claims
- Institutional claims
- Dental claims
- Compound drug claims
- Noncompound drug claims

For more information on DDE, refer to the [Direct Data Entry of Professional and Institutional Claims on the Portal](#) topic (#4997) of the ForwardHealth Online Handbook. Step-by-step instructions for using DDE can be found in the following provider claim submission user guides:

- [Institutional](#)
- [Professional](#)
- [Dental](#)
- [Compound/Noncompound Drug](#)

### *Paper Claim Submission*

Paper claims must be submitted using the appropriate form. ForwardHealth accepts the following paper forms for submitted claims:

- 1500 Health Insurance Claim Form—Used for professional claims
- UB-04 (CMS 1450) Claim Form—Used for institutional claims
- American Dental Association 2006, 2012, and 2024 Claim Form—Used for dental claims
- Compound Drug Claim Form, Noncompound Drug Claim Form—Used for drug claims

ForwardHealth does not provide the 1500 Health Insurance Claim Form or UB-04 (CMS 1450) Claim Form; these may be obtained from any federal forms supplier. American Dental Association (ADA) claim forms may be obtained by calling the ADA or visiting their [website](#).

ForwardHealth provides service-specific instructions for completing paper claim forms. To navigate to these instructions, follow these steps:

1. Go to the [Online Handbook](#).
2. Select a program from the top left dropdown menu.
3. Select a service area from the second dropdown menu.
4. Click the “+” symbol next to Claims in the View Sections and Chapters box.
5. Click the “+” symbol next to Submission.
6. Click the link for the appropriate claim form completion instructions.

### *Provider Electronic Solutions Software*

Provider Electronic Solutions (PES) is electronic billing software offered at no cost to providers. PES allows providers to submit electronic claims using an 837 transaction. Batch submission is supported.

To obtain PES software, providers may download it from the [Portal](#). For assistance installing and using the software, providers may call the [EDI Helpdesk](#).

### **For More Information**

Contact Provider Services at 800-947-9627 for questions regarding claim submission methods.