



Insight. Innovation. Transformation.

Contact Information for Support, Billing, and Adding/Removing Change Healthcare Services for eClinicalworks Customers

- For **SUPPORT**: Please dial the number **dedicated to eCW clients: 877.819.3267**, Monday through Friday.

The menu options are as follows:

Option 1: Dental Support (7:30am – 6:00pm CST)

Option 2: EDI/Technical Support (6:00am – 7:30pm CST)

Option 3: Enrollment Issues (7:30am – 5:00pm CST)

Option 5: ExpressBill/Statements Services "eStatements" (7:00am – 6:00pm CST)

Option 6: EFT Support (8:00am CST – _4:30pm CST)

SUBMIT YOUR REQUEST AND STAY UPDATED ONLINE: Don't have time to call? Use our secure online support portal. "ON24/7": client-support.changehealthcare.com. You may create support requests 7 days a week, 24 hours a day.

- To reach **SALES** (adding/removing services, updating provider counts to ensure correct invoicing, updating business/entity names, establishing new relationship with Change Healthcare):

You may **call** our Provider Solutions Team at **866.745.4954**.

Or, you may email our Provider Solutions Team at ProviderSolutions@ChangeHealthcare.com.

- To reach **BILLING** (pay bill/invoice, ask billing questions, pay overdue balance from de-activation):

Please dial: **800.658.5138**, Monday through Friday, 7:30am CST – _4:30pm CST.

Option **3**: "For all other calls" (Questions about bill/invoice or make a payment)

SECURE ONLINE PORTAL: View your Change Healthcare invoices & pay online; register here: https://finservices.changehealthcare.com/OA_HTML/SelfRegistration.jsp

Once registered, log in here: <https://finservices.changehealthcare.com/>

ENROLL FOR PAPERLESS INVOICES: changehealthcare.com/einvoicing

ENROLL FOR AUTOMATED MONTHLY PAYMENTS: To automate your monthly payments via ACH, please email your request to: ARTeam@ChangeHealthcare.com

- CLAIMS MANAGEMENT** via Change Healthcare's **online VISION application** (end-to-end visibility into the claim cycle, tracking of claims, quick identification of claim rejection reasons, etc.): <https://cihs.customerportal.changehealthcare.com/CIHS/>

If you would like **to request access** to the Vision for Claim Management Portal, please create a Service request via our ON24/7 portal or contact our Enrollment Support Team via phone.

New to the Vision or ON24/7 portals? Need a refresher training? Register for one of our free weekly live webinars: discover.changehealthcare.com/Vision_Training

- Stay up to date with Change Healthcare's **PAYER LIST**; we are adding new payer connectivity frequently. Please visit: access.emdeon.com/payerlists