

Clearinghouse Information: Contacts, Credentials, and Web Portals

07/24/2024 1:15 pm EDT

**** IMPORTANT ****

If you try to utilize a name and password and receive an error message, **PLEASE** reach out to whomever the password belongs to and ask. Repeated failed attempts can and will lock the account, creating a second issue.

Change Healthcare (fka Emdeon) Contact Numbers

Claims & ERAs - 866-742-4355.

Patient Statements - 800-537-7563

EDI - 866-924-4634.

Emdeon Receiver ID - 270593564.

Change Healthcare (fka Emdeon) Portal (For checking rejected claims, EDI/ERA Status)

<https://access.emdeon.com/CIHS/>

Username - mowens12

Password - [DrChrono@April2024](#) (as of 4.13.2023)

Steps to check the status of EDI/ERA -

Navigate to **Home > Administration > Enrollment Wizard > Enrollment Search > Enter the TAX ID > Details > Payers > Payer Registration.**

Change Healthcare (fka Emdeon) On 24/7 Portal. (Creating Cases and checking existing case status)

<https://clientsupport.emdeon.com/Login.aspx>

We have to create our own logins for this portal. Please find Christopher and Srinivasa's credentials below:

Username - srinivasa.sai@drchrono.com

Password - Drchrono123

Username - christopher@drchrono.com

Password - Prajhagp!89!

Trizetto Login Portal (<https://mytools.gatewayedi.com/LogOn>)

Username - 3ACV

Password -CHANGINGHealthCareJan#2023 (as of 4.13.2023)

Trizetto Contact - 800.556.2231

Links to Clearinghouse Payer Lists

Payer list Change Healthcare (fka Emdeon) (<https://access.emdeon.com/PayerLists/>)

Payer list Trizetto (<https://payers.gatewayedi.com/payerlist/default.aspx>)

Payer list ePS (<https://eprovidersolutions.com/payer-list>)
