



For Your Information: Upcoming Optum Clearinghouse Closure (May 17-19, 2019)

This message is to all Clearinghouse Customers & Trading Partners

Valued Optum Clearinghouse Customers and Trading Partners:

On May 17-19, 2019, Optum will be conducting an internal data center move and will temporarily shut-down all Electronic Data Interchange (EDI) clearinghouse services during this weekend time frame. While we understand this may have direct impacts on your business, this move to the latest in state of the art technology will provide Optum a greater level of security around data/transaction exchange, increased over-all system health, and ability to monitor and proactively respond to issues.

Additional communications with more information will follow weekly – [please see the information on our “Office Hours” sessions at the bottom of this notification.](#)

Migration Dates – May 17 (5PM CST) – May 19 (11:59 PM CST)

How is my Organization Impacted?

The majority of all Optum EDI transaction processes and associated data are being migrated to an Optum Data Center. This will require a **FULL SHUT DOWN** at **5:00 PM, CST on Friday, May 17, 2019.**

Impacted Processes:

All Batch, SFTP electronic Claim (837) processes will continue and Optum will accept/receive files, although files will be held during shut down period

- Files will be queued for processing once new data center is functional
- Files will be processed according to order received
- Processing will begin no later than Sunday, May 19, 2019 at 11:59 PM CST

All 835/ERA/Report processes will continue and Optum will accept/receive files, although files will be held during shut down period

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Real Time Eligibility (270/271) and Claim Status (276/277)

- The API call for Real Time will be completely unavailable through-out migration weekend
- The API will be available no later than Sunday, May 19, 2019 at 11:59 PM CST

Clearinghouse Portal Access (www.enshealth.com, optumprovider.optum.com)

- Portal Access will be unavailable through-out the migration weekend
- The Portal Access will be available no later than Sunday, May 19, 2019, at 11:59 PM CST

Optum hosted Advanced Communication Engine (ACE) Clinical Edits

- Files will be queued for processing once new data center is functional
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Customer Download Center Forms and Tools

- Download Center forms and tools will be unavailable through-out the migration weekend

- Download Center will be available no later than Sunday, May 19, 2019 at 11:59 PM CST

Customer Access to Intelligent EDI through the LINK platform (provider.linkhealth.com)

- The IEDI tile/application via LINK will be unavailable through-out the migration weekend; the overall LINK platform will be available according to published SLAs.

Key Changes:

Post migration, our users should not experience any disruption in services and most of the changes will be transparent and seamless. Users will need to connect to new IP addresses noted below and there will be a new re-direct to the EDI landing page.

When systems are back on-line, the legacy enshealth.com site will have a new re-direct to the same landing page as today (web-site address will be different after re-direct).

OPTUM EDI Client Center

Client Center

- Client access login
- Download center
- Customer support
- Optum Pay Online
- Payer lists

Optuminsight would like to announce that we will be performing our weekly **Scheduled Maintenance Outage on Thursdays from 9:00pm MT - 11:30pm MT.**

During this Outage, the website and APIs will not be available.

We apologize for any inconvenience this may cause.

Current clients can now migrate to Optum Intelligent EDI

Optum is proud to announce the launch of Optum Intelligent EDI clearinghouse platform to deliver a single and easy-to-use dashboard-driven interface solution with enhanced reporting capabilities and market differentiating EDI modules. To start your migration today please email iedi_migration_help@optum.com.

Customer Service and EDI Support

PHONE: **866.367.9778**
HOURS: **7:00 a.m. - 5:00 p.m. MT**
Monday - Friday (excluding holidays)

CERTIFIED CORE CLEARINGHOUSE PRODUCT Phase II

EHNAC ACCREDITED

Important Information (External Customers Only):

New IP Addresses – Clients will not connect to the below IP's. Clients will see connections to their environments from these IP's. Optum's servers will make the connection to the client's environment. The below IP's are from where Optum originates.

Prior to shut-down if your organization requires security "white lists" for trading transactions (please check with your Security or IT teams); make sure you have white listed the new data center IPS's;

198.203.177.177

198.203.175.175

198.203.181.181

161.249.96.14

If your organization requires white lists but does not add these new IP addresses; you should expect to see some sort of connectivity or site blocked errors (please check with your Security or IT teams).

Who do I contact for issues/Questions about the upcoming migration?

To help better serve you and answer any questions – we have scheduled the following twice weekly "Office Hours" sessions as an open forum for questions and information.

Dates: Tuesdays & Thursdays – 4/30; 5/2; 5/7; 5/9; 5/14; 5/16

Time: 2pm-3pm eastern

Webex:

[Join Webex meeting](#)

Meeting number (access code): 647 902 568; Meeting password: DCM?s0517

Join by phone

[1-763-957-6300](tel:1-763-957-6300) US/Canada (Preferred)

Please follow the normal support process and submit any questions or concerns through the online support portal or call directly during business hours (M-F, 6a-5p Mountain time).

Support Portal:

To open a ticket online 24 hours a day, go to https://secure.enshealth.com/customer_center/ . Log in using your Optum User ID & Password, click on Ticket Status and select Add New Ticket.

Providers Support: 866-367-9778 Gateway Support: 877-309-4256

Thank you, Optum 360 EDI Support Team