**Cofinity Claims Migration**

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| **As part of our ongoing efforts to improve efficiency and better serve our providers, clients and members, we’re consolidating our claims repricing and provider data platforms. The work needed to transition our data and processes is already underway and will conclude on December 31, 2019.**  **New claim submission workflow**  The change in claims repricing platform requires a change to the traditional Cofinity claim workflow. In the new workflow, you’ll submit claims to the payer, instead of directly to Cofinity. Payers are being migrated to the new claim flow between now and July 1, 2019. As payers migrate, they’ll issue new member ID cards that will include the following information: |
| * The payer’s electronic payer ID * The mailing address for non-electronic claims |
| **Check your patient’s member ID card for the electronic payer ID**  It’s important that you check each patient’s member ID card so that you send Cofinity claims to the correct electronic payer ID. Sending a claim to the wrong place will result in a delay in the processing of that claim. |

**Cofinity Customer Service**

**1-800-831-1166**