

RelayHealth has been replaced by Change Healthcare

To handle this change we need to update your interface so you will be able to connect to the new web location.

New requirements:

1. The new interface requires Java 8 (Version 1.8) If this is not your current Java Version you will need to update your Java which can be done at <http://java.sun.com/javase/downloads/index.jsp>
2. Install the FastEMC Update. You will be able to tell that things are right because you will see that RelayHealth has been changed to CHANGE HEALTHCARE on the Communications to Carrier menu.

3. Final Steps: Go to the

1 - Daily Operations,

4 – Communications to Network,

A – Change Healthcare Clearinghouse (New name for Relay Health),

4 – Change Url for Logins.

Do not change your passwords or login but move to the URL Address field and press F9 to update the URL's. Then press ESC to record, Answer **Y** to the Create HTTPS Properties File? question.

It will display some data. Look to see if it says VALID then press **ENTER** and **Y** to indicate the file was valid. (On my machine this scrolls up on the screen, you can pull down the screen so you can see it.) If the file was not VALID, call FastEMC support for help.

4. New IP for connection to the mailbox is **143.112.40.178** if you need to add the IP to a firewall at your end to allow connections.
5. Your current password and login will work with the new URL, but if you use a bookmark to connect and not our programming you will need to go to:

<HTTPS://infoexchange.changehealthcare.com/InfoExchange/login.jsp>

As a reminder to upgrade, you will get a warning message as you enter “1-Medical Claims Communications or 2-DME Only Claims” until you have completed the steps above. The old location will be taken off line this summer and everything needs to transition to the new web location before then.