CHANGE HEALTHCARE

Insight. Innovation. Transformation.

Assurance Reimbursement Management™

Customer Release Notes

Last updated: June 12, 2023

Summary of Features and Enhancements

Assurance 8.7.1 | August 2023

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What's New in Assurance 8.7.1?

The Assurance 8.7.1 release contains information to help customers migrate to CIAM, as well as some additional updates. Use these release notes to find out more about the Assurance migration to CIAM and the updates.

Assurance Migration to CIAM

As Change Healthcare continues its commitment to protecting your data, all Assurance users will need to migrate to Customer Identity Access Management (CIAM) by the end of 2023.

The red box indicates required customer action.

The Change Healthcare delta sign indicates a related customer service order number (SO#: ZZZZZZZZZZ) or subtopic. It is available for easier reference to proactively notify customers.

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Assurance Migration to CIAM

Change Healthcare is committed to **protecting your data**. **Customer Identity Access Management (CIAM)** is a centralized authority for identity and authentication in the domain of the Change Healthcare platform for customer-facing applications and their users. Using CIAM with Assurance enhances credentials management for Assurance users.

All Assurance users will be required to migrate to CIAM by the end of 2023.

Benefits of CIAM

CIAM is a security enhancement platform that:

- enhances data security
- streamlines password management
- facilitates switching between related Assurance CIDs and other Change Healthcare CIAM-enabled applications
- supports external federation with customer organizations

Multifactor Authentication Included with CIAM

To secure our applications, Change Healthcare has partnered with PingID to provide a strong multifactor authentication (MFA) solution. PingID MFA uses additional authentication methods to enhance security and facilitate access to applications. For more information, review the **Multifactor Authentication Toolkit**.

Migration to CIAM Required by End of 2023

All Assurance users will be required to migrate to CIAM by the end of 2023.

To successfully complete the migration to CIAM, Assurance customers should create and implement their migration plans as soon as possible. Customers that have not adopted CIAM will be migrated by Change Healthcare starting in October.

Migration Planning

As you migrate your users to CIAM, include the following tasks in your plan:

- Ensure that all users have a validated email address.
- Share this information with your Customer teams and IT staff.
- Determine your migration method: non-federated CIAM or federated CIAM.
- Plan your target migration date to be before October 2023 to reduce any end-of-year impact.
- Communicate the migration date to users.
- Link your users to CIAM after email addresses are validated.

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Additional Information for Migration to CIAM

Look in **Assurance Help**! The Assurance Help system contains more information and instructions to support your organization's migration to CIAM.

All Assurance users are required to migrate to CIAM by the end of 2023.

Establish and implement migration plans as soon as possible.

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Additional Updates

SO#	Resolution
8005111715, 8005125247, 8005368613	Agent functionality has been updated so that Agent will retry sending batched files if there is a connectivity issue so that those batched files won't be lost.
8005251173	Agent functionality has been updated to correctly submit large files.
8004902568	Edit logic has been updated to include the end date so that the ELGHOSP error fires when the date of service occurs within the start date/end date range returned in the 271.
8005337371	The View Paper Claims page (Claims > View Paper Claims) now correctly shows the most recent claims first in the list.
8005354624	In Chrome and Edge, the filter for the User Activity Claim Audit [1830] report has been updated to allow users to search any 31-day date range between four years ago and the current date.
8005307106	If there is a single claim left after the Medi-Cal split, the Remarks field now populates when zero-pay service lines are removed.
n/a	Real-time eligibility (RTE) performance has been improved to reduce RTE timeouts. If a timeout occurs, a warning will appear so that users can recheck eligibility or let the claim go.
Previous Package Updates Included in 8.7.1	
8005388980	Duplicate checking is now correctly identifying duplicate claims. It no longer identifies claims for the same patient on different days as duplicates.
8005388989, 8005388988	CFI has been updated to properly display information in the following generic fields: • Box 7A, Box 7B • Box 30A, Box 30B • Box 37A, Box 37B • Box 68A, Box 68B • Box 73A • Box 75A, Box 75B, Box 75C, Box 75D

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