



To: Gold Coast Health Plan Network Providers

From: Vicki Wrighster, Senior Director, Provider Network Operations

Re: Change Healthcare 835 Electronic Remittance Advice Files

Date: December 6, 2024

Gold Coast Health Plan (GCHP) was recently made aware of an issue related to the delivery of 835 Electronic Remittance Advice files for those providers who use Change Healthcare as their clearinghouse. While the monthslong issue appears to have been remedied, we recommend that providers who have not yet received 835 files from Change Healthcare reach out to them directly for assistance.

If you have any questions about your 835 files that are unrelated to this issue with Change Healthcare, please feel free to email the GCHP Provider Relations Team at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

Thank you.