



## Announcements

### Changes to Claims Remittance Advice – Coming June 13th, 2022

SFHP is making improvements to our claims processing system. Starting June 13th, 2022, Optum CES will be part of SFHP's claims system. As a result, our remittance advice documents (RAs) may change for common "edits" or adjudication messages.

Starting June 13th, you may notice new or different remittance advice in both common formats:

- **HIPAA 835** Remittance Advice transactions use Claims Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs).
- Our **custom RAs**, available from our Provider Portal and sent via post, use both standard and custom remittance advice messages.

For assistance with any new or unfamiliar remittance messages, please call our Claims Customer Service team at 1(415) 547-7818 x 7115.

Please do not hesitate to contact Provider Relations at **1(415) 547-7818 ext. 7084** or [Provider.Relations@sfhp.org](mailto:Provider.Relations@sfhp.org)

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