



New vendor for electronic claim submission effective December 1, 2022 *November 8, 2022*

True Health New Mexico's third-party administrator, Evolent Health, will begin using a new vendor for electronic data interchange (EDI) claim submissions. If you file claims electronically, here's what you need to know.

- **There is no change in payer ID number. Please continue to send claims to the payer ID 82288.**
- The new EDI vendor is called Availity® and the change goes into effect on December 1, 2022.
- Many of our providers are already registered to use the Availity portal. If you aren't registered, you will need to do so before you can file claims. Registration instructions are below.

Providers that submit paper claims are not affected by this change.

How to register for the Availity portal

1. Go to www.availity.com.
2. Click **Register** and complete the process.
3. For registration guidance or tips, we recommend you refer to the following resources before starting your registration application:
 - [Register and Get Started with Availity Portal microsite](#)
 - [EDI Quick Start Guide for Availity](#)
 - [Submitting a Claim on Availity Essentials](#)
4. If an organizational account exists, you will get a notification during the registration process asking if you wish to proceed.
5. If you have questions, call Availity Client Services at 1-800-282-4548. They will walk you through this process or answer any questions you have about the portal.
6. After completing registration, download Availity's handout, [Use Availity Essentials to Submit Professional Claims](#), for additional help.