

Where to Send Charts

If sending...	Please send to...
Paper Charts	Change Healthcare PO Box 52122 Phoenix, AZ 85072-2122
Electronic Media Charts (CD, Flash Drive)	Change Healthcare Attn: CRCR – Document Management 3535 Piedmont Road NE Building 14, Suite 600 Atlanta, GA 30305
Charts by Fax	Primary Fax 866-667-5557 Alternate Fax 866-686-7771
Charts via Secure Email	Email securely to: documentationreceipt@changehealthcare.com
Change Health Provider Relations	855-767-2650

Other options not listed above:

- Secure drop box – must have Provider’s confirmed email address!
- EMR access
- Field Reviewer to come onsite and handle all activity for charts (must have >100 charts for this option)

For Payment on charts: must have an Invoice on company letterhead & a recent W9 to process payment

**Electronic Media must be Password protected and Password sent in separate communication.

Starting May 2023: the HP will not be shipping boxes of charts for providers due to PHI/HIPPA liability. Providers need to provide charts more securely via Electronic Media such as password-protected thumb drive or CD, secure drop box through Change Health, etc.