Dear Trading Partners and Vendors,

Batch processing will be unavailable due to infrastructure changes beginning Friday, March 24, 2023.

Secure File Transfer Protocol (SFTP) **will not** be affected by this migration. File uploads will continue to be available however the response files may be delayed. Any 837 files that are not processed before 5:00 p.m. MT on Thursday, March 23 will be on the following week's remittance cycle.

Trading partners and vendors may be impacted as follows:

Environment	Dates and Times (MT)	Impact
Batch Transaction Processing and ACA CORE Web Services	Thursday, 3/23 at 11:55 p.m.	All Batch transactions **unavailable** except for eligibility verification via Portal, CORE Web Services [RealTime], and Batch 270/271.
	Saturday, 3/25 at 12:00 a.m.	Batch 270/271 **unavailable**.
	Sunday, 3/26 at 11:59 p.m.	All Batch Transactions **functional**.
	Monday, 3/27 12:00 a.m.	Use new CORE Web Services [RealTime] link.
Provider Services Call Center	Friday, 3/24	Call Center **closed**; Virtual Agent **available** for eligibility verification.
	Saturday, 3/25 at 6:00 a.m.	Virtual Agent **unavailable** including eligibility verification.
	Saturday, 3/25 at 6:00 p.m.	Virtual Agent **available** for eligibility verification
	Sunday, 3/26 at 11:59 p.m.	All Virtual Agent functions **available**.
	Monday, 3/27 at 7:00 a.m.	Provider Services Call Center **open**.
Eligibility Verification	Saturday, 3/25 at 6:00 a.m.	Eligibility verification via Portal and CORE Web Services [RealTime] **unavailable**.
	Sunday, 3/26 at 6:00 p.m.	Eligibility verification via Portal and CORE Web Services [RealTime], and Batch 270/271 **available**.

How to Prepare

- Complete any Batch Transactions Thursday, March 23. Avoid sending Batch Transactions Friday through Sunday.
- If you use ACA Core Web Services, bookmark the New CORE Web Services [RealTime] URL for use beginning Sunday, 3/26 at 11:59 p.m. MT.

Contact the Provider Services Call Center with questions and when connected to the virtual agent say "EDI".

Thank you,

Department of Health Care Policy & Financing