

Provider Update

Change Healthcare cybersecurity incident update

Change Healthcare experienced a cybersecurity attack on Feb. 21, 2024, and has shut down their systems. For many of Prevea360 Health Plan's benefit plans, Change Healthcare serves as the vendor for claim payments. Additionally, there are providers who use Change Healthcare as an EDI clearinghouse to exchange HIPAA transactions with us.

Services through Change Healthcare with any payer are not operating at this time. Because Change Healthcare can operate as both a payment service vendor and EDI clearinghouse, providers may be affected by this security incident in multiple ways, including:

- We're unable to issue remittance files and claim payments to providers for Prevea360 Health Plan benefit plans under payer IDs 39113 and 75261.
- Providers who use Change Healthcare as an EDI clearinghouse aren't able to send electronic claims to us or any payer.
- Providers who use Change Healthcare for payment services aren't able to receive claim payments or Explanation of Payments (EOP) documents from us or any payer.

See [Change Healthcare Clearinghouse Incident FAQ](#) for more information about impacts by payer ID, optional funding assistance, alternative claim submission options, and more.

As Change Healthcare works to resolve this incident and restore their systems, we're focused on supporting providers and minimizing disruption where we can:

- We're actively participating in ongoing meetings conducted by Change Healthcare to stay informed of a resolution timeline and of any short-term processes and additional options they may offer.
- Change Healthcare has announced a short-term, no interest/no fee loan program through Optum Pay as an option for those looking to minimize financial impacts during this security incident. Go to [Temporary Funding Assistance Program](#) for more details. *Note: This is not a Prevea360 Health Plan program, so we aren't able to guarantee individual provider eligibility or experience.*
- We're waiving timely filing limits for all claims until further notice.
- We're evaluating internal solutions and vendor relationships outside of Change Healthcare to help support providers during this time and will provide updates as information is available. Thank you for your patience as we work to ensure that this can be the most advantageous option for our providers.

We understand that this is a challenging time, and appreciate your partnership in continuing to provide care to the members we serve.