



Change Healthcare Cyber Security Attack

Update: March 15, 2024

Effective March 14, 2024, The Health Plan (THP) restored electronic claims (EDI 837 I and 837 P) connectivity through Optum iEDI.

What does this announcement mean for physicians, hospitals, and ancillary providers submitting electronic claims?

THP's payer ID remains 95677 for 837 I and 837 P claims.

If your organization submits EDI claims through a clearinghouse other than Change Healthcare:

- THP confirmed Optum iEDI is connected with Availity, Quadax, SSI, Trizetto, and Waystar; if your organization submits through another EDI clearinghouse, please contact them to confirm they are connected with Optum iEDI, and if not, please ask them to establish a connection.
- Electronic claims submitted to your EDI clearinghouse on or after February 21, 2024 are expected to process automatically.
- Please resubmit electronic claims ONLY if your organization did not receive an acknowledgment/response file.

If your organization submits EDI claims through Change Healthcare's clearinghouse:

- Change Healthcare's EDI is not yet available, therefore, a connection to another claims EDI clearinghouse is required to submit electronic claims.
- Please submit electronic claims to your new EDI clearinghouse ONLY if your organization did not receive an acknowledgment/response file.

What does this announcement mean for THP?

- Finance will add an additional check/EFT run. Check/EFT runs will be:
 - Week of March 18 (scheduled)
 - Week of March 25 (added due to Change Healthcare cyber security attack)
 - Week of April 1 (scheduled)
- Finance will assess if another check/EFT run needs added the week of April 8.
- Information Technology will continue to work with Optum to re-establish Electronic Remittance Advice (ERA/EDI 835) availability. THP makes payment voucher available through its MyPlan Provider Portal; please **contact your Practice Management Consultant** if you need assistance with MyPlan Provider Portal.



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Update: March 6, 2024

Provider Frequently Asked Questions (FAQs)

THP continues to monitor the Optum / Change Healthcare issue closely and **developed FAQs to help answer your questions.**

1. Which electronic transactions affected The Health Plan (THP)?

A: Change Healthcare's cyber security attack affected the following electronic transactions: Eligibility (270), Claim Status (276), Claim Submission (837), and Electronic Remittance Advice (ERA) (835).

2. How will I receive claim payments?

A: For claims in THP's claims inventory, as of February 21, 2024, payments will process through the method in which you enrolled to receive payments (paper check, Electronic Funds Transfer (EFT), and/or VPay [which applies only to THP's Administrative Services Only claims]). However, due to the Change Healthcare cyber security attack, ERAs / 835s cannot be transmitted.

THP anticipates Change Healthcare will issue the ERAs / 835s when their services are restored.

THP suggests maintaining remittance log of what you need to reconcile EFTs.

3. Do you provide access to a website or portal for member eligibility, member benefits, claim status, claim submission, and remittances?

A: Yes, THP's MyPlan Provider Portal is not affected and remains available, 24 hours a day, seven days a week.

THP's customer services teams are also available by phone to provide member eligibility, member benefits, and claims status through the following phone numbers:

Commercial (HMO, PPO, POS, PEIA)	1.888.847.7902	8:00 a.m. to 5:00 p.m., E.S.T.
Medicare Advantage (MA HMO, MA PPO, D-SNP)	1.877.847.7907	8:00 a.m. to 5:00 p.m., E.S.T.
Mountain Health Trust (WV Medicaid and CHIP)	1.888.613.8385	8:00 a.m. to 5:00 p.m., E.S.T.
Administrative Services Only (ASO)	1.888.816.3096	8:00 a.m. to 8:00 p.m., E.S.T.



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4. Is THP working on an alternative electronic claims transmission?

A: Yes, THP is monitoring the Change Healthcare situation closely. As more information becomes available, THP will send provider communications via email broadcast and post updates on its provider portal and corporate website.

5. Does THP accept paper claims?

A: Yes, THP accepts paper claims, however, providers submitting 837 claims electronically should wait until THP issues further guidance, as submitting and processing paper claims increases administrative burdens for providers and THP.

6. Are prior authorization requests affected?

A: No, THP prior authorizations requests are not affected; please continue to submit requests through THP's MyPlan Provider Portal.

7. When will Change Healthcare EDI be back up and running?

A: Change Healthcare has not committed to a specific date and posts updates here: <https://status.changehealthcare.com/incidents/hqjz25fn3n7>

THP will share more information as it becomes available. If there are additional questions about how Change Healthcare's cyber security attack situation impacts you and your healthcare organization, please **contact** your THP Practice Management Consultant.



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Update: February 27, 2024

On February 21, 2024, Change Healthcare, a health care technology company that is part of Optum and owned by UnitedHealth Group, announced they were compromised by a cyber security attack that disrupted a number of its systems and services, according to a [statement](#) posted on its website.

The Health Plan (THP) is monitoring the Optum / Change Healthcare situation closely and will share more information as it becomes available.

Please [contact your Practice Management Consult](#) with any questions.