



# Change Healthcare Provider Frequently Asked Questions (FAQs) As of March 4, 2024

## Change Healthcare Cyberattack

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

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

A: Change Healthcare's cyberattack 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 cyberattack, 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<br>(HMO, PPO, POS, PEIA)             | 1.888.847.7902 | 8:00 a.m. to 5:00 p.m., E.S.T. |
| Medicare Advantage<br>(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<br>(WV Medicaid and CHIP) | 1.888.613.8385 | 8:00 a.m. to 5:00 p.m., E.S.T. |
| Administrative Services Only<br>(ASO)           | 1.888.816.3096 | 8:00 a.m. to 8:00 p.m., E.S.T. |



## Change Healthcare Provider Frequently Asked Questions (FAQs) As of March 4, 2024

**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 electronic 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>

If there are additional questions about how Change Healthcare's cyberattack situation impacts you and your healthcare organization, please contact your Practice Management Consultant

<https://www.healthplan.org/providers/overview/meet-practice-management-consultant>