Cybersecurity Breach at Change Healthcare: Alternative Methods for Claims Payment

On Feb. 21, Change Healthcare encountered an external cybersecurity threat. Change Healthcare, a subsidiary of UnitedHealth Group (UHG), handles 15 billion health care transactions annually and manages one-third of patient records. This incident has ongoing significant impacts on providers utilizing Change Healthcare for claims processing, payments, patient access and prior authorizations. For practices relying on Change Healthcare for billing, payers have devised alternative methods for submitting claims and receiving payments. Below is a compilation of recent communications from payers concerning the cyberattack and alternative processes. GLMS will continue to monitor payer communications on your behalf and will do everything we can to support our members through this.

[Aetna update](#) on Change Healthcare outage
For Aetna Commercial, Individual & Family Plan and Medicare: Aetna network providers who directly use Change Healthcare for EDI transactions to transmit information to Aetna should try to stay "digital first" and use other business partners for their electronic transactions until Change's outage is resolved. Here is a [list](#) of approved electronic transaction vendors for Aetna. Providers can also use Aetna's existing medical provider portal hosted by [Availity](#) or dental provider portal hosted by [Dental Exchange](#) for electronic claims submission. If providers work through a billing partner, practice management system or other vendor partner, they likely can advise on an alternate connection method for electronic transactions with Aetna. Finally, when digital submission isn't possible, providers can also reach out to Aetna provider contact centers about submitting paper claims. A [list of phone numbers](#) is available for providers to select from based on the specific transaction they are calling about.
For Aetna Better Health (Medicaid) plans: Providers need to use Office Ally for electronic claims submissions. Providers can register [here](#) for Office Ally.

[Anthem](#) Change Healthcare Cybersecurity Update
Anthem is closely monitoring developments around the Change Healthcare cybersecurity event and how it will impact customers and provider partners. As a reminder, you can still use [Availity Essentials](#) to safely submit electronic transactions to our plan. View an important update to the [Frequently Asked Questions](#) around timely filing requirements.

Availity - Change Healthcare Cybersecurity Event
As part of our standard security measures to safeguard both Availity and our customers, Availity disconnected all inbound and outbound transactions from Change Healthcare, Optum and United HealthCare. Availity has provided a path for providers who use Change Healthcare as their clearinghouse and are registered within Availity Essentials™. These alternative pathways enable those providers to transact electronically with sponsoring health plans, including Eligibility and Benefits, Claims Status, Claims and Remittance Advice. Please check the Availity payer list [here](#). Files need to meet Availity's standards. This includes the file header, payer IDs and other information. Files can be sent via SFTP or web batch upload through Availity Essentials. Please reference the EDI Guide [here](#).

Humana Healthy Horizons
Due to the recent security breach with Change Healthcare, your ability to submit claims on your Humana-insured patients may be impacted if Change Healthcare is your electronic clearinghouse. Humana Healthy Horizons in Kentucky would like to offer you an alternative for submitting your claims. The Availity Essentials portal not only allows claim submissions, but also enables you to check eligibility and benefits, submit referral and preauthorization requests, check the status of claims and authorizations, submit disputes or appeals for finalized claims, view remittance advice,

manage overpayments and respond to medical record requests. Should you have any issues or questions, Provider Relations is here to help. Please reach out to sbrackens1@humana.com with any questions or to the general email inbox at KYMCDPR@humana.com.

Medicare - HHS Statement Regarding the Cyberattack on Change Healthcare
HHS is announcing immediate steps that the Centers for Medicare & Medicaid Services (CMS) is taking to assist providers to continue to serve patients. HHS also takes this opportunity to encourage all providers, technology vendors and members of the health care ecosystem to double down on cybersecurity, with urgency. The system and the American people can ill afford further disruptions in care. Please visit the HPH Cyber Performance Goals website for more details on steps to stay protected.

Passport by Molina - Optum-Change Healthcare outage
Providers utilizing CHC to submit claims to Passport prior to the outage may now do so via an alternate established connection with SSI Claimsnet, LLC ("SSI Group") clearinghouse or another clearinghouse of their choice. Providers not directly utilizing CHC can and should continue utilizing their current clearinghouse for claims submission. The Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key in claims for submission. Providers can register with SSI Group for claim submission via the Claimsnet's Provider Registration Form located online here.

KMA Member Alert: Change Healthcare Cyber Attack Update for Physicians
A statement from the Kentucky Medical Association.