

Change Healthcare Talking Points



Last updated: **March 15, 2024**

CHC=Change Healthcare

The most recent updates are in blue below.

- Change Healthcare has outlined a general process for the restoration of services, but has still not communicated a specific date when they will be able to restore our data services. Their leadership indicated, on Friday 3/15, that during the week of 3/18, they would initiate communication with individual providers and payer partners regarding service restoration.
- The CHC data center has been restored, and they are working on restoring services over the coming weeks.
- We continue to wait for an announcement on PHI Integrity. We may struggle to get that if they feel HIPAA wasn't compromised.
- CHC released a [press release](#) on 3/7 that included a few target dates and continued emphasis on financial assistance to providers. (Please note, while March 15 is the date they reference regarding electronic payment functionality being available for connection, the testing and reestablishing connectivity to their claims network and software will begin on March 18, restoring service through that week.)
- On Tuesday (3/5), in response to the Change Healthcare situation, the Federal Department of Health and Human Services put out [this statement](#) with some detail about forthcoming guidance for MA and Part D plans regarding PA/UM requirements and timely claim filing.
- CMS has issued a [statement](#) on the 2/21/24 Change Healthcare cyberattack.
- CHC reports 90+% of claims flowing through a variety of different channels.
- CHC's initial investigation is complete, and they believe they've identified the threat and contained it. Now they are moving to rebuilding, and identifying what damage may have occurred.
- The service disruption is not currently impacting our pharmacy process.
- Providers can submit claims via the Point of Service (POS) "submit a claim" button in the [InTouch for Providers portal](#), or may use one of the other clearinghouses that PacificSource uses. Details are available in the PacificSource Provider Manual, or providers can [find other claims clearinghouses](#) at our website, [PacificSource.com](#).
- If providers want to switch from Change Healthcare to a [different clearinghouse](#), they should **enroll with the new clearinghouse first**, then change their 835s remittance preference with PacificSource. PacificSource can help providers select and initiate business with the new [clearinghouse](#). In most cases, the change to a new clearinghouse can be completed in under three days.
- Providers should send new remittances/835 instructions to PacificSource to ensure a smooth transition, and contact [Provider Service](#) for questions or assistance.
- In an abundance of caution, we have scanned our environment for indicators of compromise and have not seen any areas of concern.

- UnitedHealth Group created a new Status Update page: [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#).
- Providers can find information on Optum's temporary funding assistance program here: [Temporary Funding Assistance \(Optum.com\)](#).
- Change Healthcare has been unable to provide any timetable for restoration of services. We are working with them to keep us updated as developments occur.
- This is a service disruption impacting claims processing and payments, the ability to check member eligibility, and electronic processing of paper claims.
- Providers should note that paper submissions must still be processed through Change Healthcare.
- PacificSource does not currently have any information that confirms our data has been impacted.
- This attack on 2/21/24 compelled Change Healthcare to suspend the eligibility, claims transmission, and attachment handling services they support for PacificSource and many other payers and providers nationwide.
- At this time, PacificSource is not receiving any provider claims via Change Healthcare. Similarly, PacificSource cannot deliver member eligibility information to providers via Change Healthcare.
- ERA 835 remittance files are not currently being sent where routing involves Change Healthcare.
- We understand that the impacted Change Healthcare services are of vital importance in the work we do together.
- We will provide updates on the situation as they become available and will work diligently to resume normal operations when it is safe.
- Members should be reassured that they can continue to get the healthcare services they need from their providers throughout this disruption (including in-person and virtual).
- Optum will be offering weekly payments to providers who exclusively use Change Healthcare. Details on this process will be shared as we know more.