

# Provider Communication

## Change Healthcare Cybersecurity Incident



March 12, 2024

Dear Valued Provider Partner,

Change Healthcare (CHC), a subsidiary of Optum, experienced a cybersecurity incident affecting its servers on February 21, 2024. As a direct result, providers are unable to submit Electronic Data Interchange (EDI) claims.

While we understand the importance of seamless service delivery, including timely processing of EDI claims, we must prioritize the security and privacy of protected information above all else.

Due to the incident, Ultimate Health Plans (UHP) immediately protected the integrity of our systems and data and terminated all connections to CHC's servers and services temporarily. UHP servers have not been impacted by this CHC incident. UHP remains vigilant in monitoring our systems and implementing robust security measures as needed to safeguard all data and ensure the continued reliability of services.

During this time, we have expanded our current relationship with Availity for submission of EDI claims. We hope you will find the frequently asked questions and answers below helpful.

- What do I need to do to submit EDI claims through Availity?  
Nothing. You can continue to submit as you normally do through Change Healthcare. Availity will capture the claim automatically. A direct relationship with Availity is not required if your EMR provider is active with Availity.
- Are paper claims submissions required by providers?  
Paper claim submission is required if your EMR provider is not active with Availity.
- Should I resubmit claims through Availity from February 21, 2024?  
No, Availity will capture the claims submissions beginning February 21<sup>st</sup> if your EMR provider is active with Availity.
- Is there a charge to submit or resubmit claims through Availity?  
No, there is no charge for claim submission through Availity.
- Will EDI submission through Availity end when the CHC incident is resolved?  
Yes, however there may be opportunities for EDI submission through Availity in the future.

We will continue to provide updates on developments related to the CHC incident and the EDI claims submission process until full resolution is achieved and connections are restored.

If you have any questions, concerns, or require assistance during this time, please contact the UHP Provider Relations team at 352-515-5963 or via email at [Provider\\_Relations@ulthp.com](mailto:Provider_Relations@ulthp.com). We are here to support you through this process.

Sincerely,

Ultimate Health Plans  
Good Health is Where You Live

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