

**Date:** February 27, 2024

**Subject:** Change Healthcare Service Disruption

Dear Valued Provider,

Change Healthcare was the target of a cyberattack on February 21 that disrupted a number of its services and systems. To address the outside threat, Change Healthcare took immediate action, including disconnecting internal systems to safeguard sensitive information and prevent further impact.

Change Healthcare is carefully monitoring the situation and will provide updates on efforts to resolve the threat and return to normal operations. In the meantime, providers should be aware of the following key impacts.

- **Eligibility checks:** Change Healthcare is the electronic clearing house for many providers, so providers will not be able to check eligibility via that platform. You can check eligibility through our [provider portal](#). You can also check eligibility for Medicaid members through [ePaces](#).
- **Claims processing:** Electronic claims cannot presently be submitted. MetroPlusHealth is evaluating a partnership with Availity as an alternative option for claims submission. We will update this notice as more information is made available.
- **Electronic Remittance Advices (ERA)** will be delayed while this disruption is ongoing. In the meantime, you can check on the [provider portal](#) for an explanation of payment. Training is available in the portal under “Resources” and “Training and Education”.

Please note that at this time MetroPlusHealth is continuing to process and issue payments for claims received prior to the Change

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Healthcare disconnection. We understand that without ERAs, reconciliation will have to take place after the systems come back online and we will continue to partner with you to address this as smoothly as possible.

Thank you for your patience and understanding as we navigate this situation.

Sincerely,

Provider Network Operations