

Date: March 6, 2024

Subject: Update on the Change Healthcare (CHC) Outage

As reported, Change Healthcare was the target of a cyberattack on February 21 that disrupted several of its services and systems. See below for updates on how this has impacted MetroPlusHealth activities.

Claims Processing:

MetroPlusHealth has partnered with Availity, and we are expecting to have claims flowing through by early next week. We will be sure to update [here](#) when claims processing is established.

We encourage providers who were **exclusively using CHC** to establish connection with Availity, or any other clearinghouse, so that when MetroPlusHealth establishes connectivity, your claims will pull to be processed. Go to the [Availity Portal Registration Guide](#) for help on how to register with Availity.

MetroPlusHealth continues to process and issue payments for claims submitted prior to the cybersecurity incident.

Claim Appeals and Timely Filing

On a temporary basis, MetroPlusHealth will extend claim appeals and timely filing timelines for impacted claims:

- Appeals for claims partially paid, fully paid or denied, on or after February 21 will have an additional 30 days beyond standard timeframes until further notice and resumption of normal activity.
- The timely filing period to submit claims will also be extended by an additional 30 days.
- Please check back [here](#) for regular updates on these extensions.

Eligibility:

Participating MetroPlusHealth providers can check eligibility through the [Provider Portal](#). Providers can also check eligibility for Medicaid members through [ePaces](#).

Payments:

Electronic Remittance Advices (ERA)'s will continue to be delayed while this disruption is ongoing. We continue to seek alternative solutions and will provide updates when a

solution has been identified. In the meantime, Participating Providers can check for Explanation of Payment (EOP) on the [Provider Portal](#). In the Provider Portal you can select “Resources” and then “Training and Education” for more information.

If you are not already setup with Electronic Funds Transfers (EFT), we are encouraging providers to take the necessary steps at this time to setup for EFT in order to receive payments more expeditiously. You may set up your EFT account by completing the [EFT Enrollment Form](#).

Other functions

The following MetroPlusHealth functions have not been impacted:

- Providers can continue to submit Authorizations.
- There are no changes to the Member and Provider call center.
- MetroPlusHealth pharmacy services are fully operational.

MetroPlusHealth is in regular contact with CHC and we will continue to update our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption.

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

If you have any questions, you can contact us at Changehealthcareresources@metroplus.org

Click [here](#) to see the latest communication and resources on impact of the Change Healthcare Cyber-attack.