

Date: March 15, 2024

Subject: Update on the Change Healthcare (CHC) Outage

We are committed to keeping our provider community informed as the situation with Change Healthcare continues to evolve.

Claims Processing:

We are pleased to share that claims are now flowing through our system for those Providers who are using clearinghouses separate from Change Healthcare. We are expeditiously processing claims and providers will start to receive payments over the next couple of days. We continue to encourage providers who were **exclusively using CHC** to establish connection with Availity, or any other clearinghouse. For more information on registering with Availity, go to the [Availity Portal Registration Guide](#) for help. Availity offers a helpdesk for providers and clearinghouses at <https://www.availity.com/contact-us>.

As a reminder, MetroPlusHealth is extending the timelines for claims appeal and timely filing regardless of whether the providers certify under the March 8, 2024 DFS [Insurance Circular Letter No. 2 \(2024\)](#). Click on [Update to the MetroPlusHealth connection with Availity, 3/11/24](#) for more information.

Eligibility:

Participating MetroPlusHealth providers should continue to check eligibility through the [Provider Portal](#). Eligibility for Medicaid members can also be obtained through [ePaces](#). Providers should make best efforts to utilize these resources and not ask members to pay upfront beyond the applicable cost share.

Payments:

As claims have begun flowing, please be reminded that Participating Providers can continue to check for Explanations of Payment (EOPs) 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), you may set up your EFT account by completing the form found here [EFT Form](#)

For more information about the Change Healthcare and resources that is made available for provider to help resolve their issue, including temporary funding assistance, you can go their website at <https://www.unitedhealthgroup.com/ns/changehealthcare.html>

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

Go to <https://metroplus.org/changehealthcare/> to see the latest communication and resources on impact of the Change Healthcare Cyber-attack.