

Date: March 25, 2024

Subject: Update on the Change Healthcare (CHC) Outage

We are extending the claim appeals and timely filing timelines for impacted claims out from March 21 until further notice. This includes the following:

- Appeals for claims partially paid, fully paid or denied, on or after February 21
- The timely filing period to submit claims.

Please check our Change Healthcare Provider Response Center at <https://metroplus.org/changehealthcare/> for updates on these extensions.

We have also added information on how to pull an Explanation of Payment (EOP). Please click here to [learn more](#).

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.

