

<Provider First/Last Name>
<Address 1>
<Address 2>
<City, State ZIP>

June 4, 2024

Subject: Update on the Change Healthcare (CHC) Outage

As a result of the Change Healthcare cyberattack, MetroPlusHealth temporary extended claim appeals partially paid, fully paid, or denied, and timely filing timelines for impacted claims received on or after February 21, 2024, as outlined in Department of Financial Services (DFS) Insurance Circular Letter No. 2 (2024).

As of July 1, 2024, MetroPlus Health will be reinstating timely filing timelines to standard time frames as outlined in your provider services agreement. Please note that any claims received on or after July 1, 2024, will be subject to standard timely filing submission standards.

If you have any questions, contact us at Changehealthcareresources@metroplus.org or call our Provider Call Center at 800.303.9626. We are here to support you.

To access our latest communications and resources on the impact of the Change Healthcare cyberattack, visit <https://metroplus.org/changehealthcare/>.

Thank you for your cooperation.

MetroPlusHealth