

## Change Healthcare Cybersecurity Event Frequently Asked Questions

*Updated: 2/29/24*

Availity continues to closely monitor the cybersecurity incident impacting Change Healthcare. Availity has disconnected all inbound and outbound EDI transactions with Change Healthcare. This cybersecurity event does not affect any Availity technology or services.

### Cybersecurity Event

**Q: Has Availity disconnected from Change Healthcare?**

**A:** As part of our standard security measures to safeguard both Availity and our customers, all inbound and outbound transactions from Change Healthcare remain disconnected from Availity.

**Q: Have you disconnected from Optum and United HealthCare (UHC)?**

**A:** Change Healthcare, Optum, and UHC were disconnected from Availity on February 21. Optum and UHC provided Availity with security attestation that their systems and network are not comprised by the cybersecurity attack on Change Healthcare and were subsequently reconnected to Availity on the morning of February 24. Change Healthcare remains disconnected.

**Q: Has Change Healthcare announced how long their systems will be down for?**

**A:** Availity is not aware that Change Healthcare has publicly announced any timeline for remediation.

**Q: What types of transactions are impacted by this event?**

**A:** All transaction types processed by Change Healthcare, including claims, remittances, eligibility, claims, and claims status, are impacted by this event.

**Availity.com**

## Availity Assistance

### Q: How is Availity helping with my transactions?

A: Availity has provided alternative pathways for processing transactions to facilitate timely patient care, including:

- Availity took immediate action to offer alternative processing paths for providers who use Change Healthcare as their clearinghouse but are also registered within Availity Essentials™ Direct connections to the Availity network via Availity Essentials will be offered at no-cost for the time being.
- Through Availity Essentials, providers can transact electronically with sponsoring health plans. Transactions available to those providers include Eligibility and Benefits (X12 270), Claim Status (X12 276), Claims (X12 837 Professional, Institutional, Dental), and Remittance Advices (X12 835).
- Availity is also actively seeking out direct electronic data interchange (EDI) connections with multiple payers impacted by the cybersecurity incident. Prioritization for direct EDI connections will be based on payers' interest and organizational size. When possible, Availity is also actively seeking alternative submission channels with its other trading partners.

### Q: I use Change Healthcare. Can Availity help me?

A: Yes. Availity has provided a lifeline for health plans, providers, and trading partners who use Change Healthcare to process transactions with their sponsoring health plans. For customers needing emergency assistance, connections to all payers via Availity Essentials will be offered at no-cost for the time being.

### Q: I use Change Healthcare. What is Availity Essentials?

A: Availity Essentials is the place to connect with your health plans—at no cost to providers. We work with hundreds of payers nationwide to give providers a one-stop-portal where they can check eligibility, submit claims, collect patient payments and track ERAs, and even sign up for EFT. Availity Essentials is ideal for direct data entry, from eligibility to authorizations to filing claims, and getting remittances. Many sponsoring payers support special services on the platform like checking claim status, resolving overpayments, and managing attachments.

### Q: How can I get started using Availity Essentials?

A: Availity has assistance and self-service resources to organizations impacted by the Change Healthcare cybersecurity incident. If your organization is registered or wants to register with Availity Essentials™ you can use self-serve resources on our microsite [HERE](#). If your

organization cannot self-serve and needs the help of an Availity representative, visit this site and complete the form [HERE](#).

**Q: What is available to me if I self-serve?**

**A:** Availity's self-serve microsite includes guidance on registering for Availity Essentials, how to perform key electronic transactions, and training demonstrations on sending and receiving a variety of transactions. Once you register and login to Availity Essentials, accept 'pop-ups' and the training demos will be available to you.

**Q: I am registered as a new user. What can I expect?**

**A:** Availity's lifeline support and resources are intended to enable health plans and providers to exchange critical electronic transactions, such as eligibility and benefits, claims and claims status, and remittance advices, during this period of disruption. In the interest of expediently providing alternative paths/connections, these services do not reflect or include the full-service experience of Availity. All users will have access to our teams, even if they get leaner emergency services.

**Q: What if I need to submit to payers not on Availity Essentials?**

**A:** Availity offers Availity Essentials Pro™, our end-to-end revenue cycle management solution, and clearinghouse solutions with broad payer sets.

### Information for Health Plans

**Q: Is Availity "holding" claims that would normally be filed through Change Healthcare? Will clients need to eventually refile batches?**

**A:** Availity is holding transactions received from providers that would have normally been submitted to Change Healthcare. At this time, we do not anticipate clients will need to refile batches submitted to Availity.

**Q: Can health plans link Availity announcements related to the Change Healthcare cybersecurity event?**

**A:** For health plan-branded materials, Availity will link to documents or information that is needed to effectively communicate to the provider community. For example, health plans are free to link to our self-serve resources microsite [HERE](#) and our live assistance landing page [HERE](#). If you develop content that includes Availity messaging, links, or resources, your Availity account manager would be happy to have our Marketing/Communications team review for accuracy. Due

to the volume of outreach from the healthcare community, Availity strongly urges users to self-serve before making a request for live assistance.

## Information for Provider Organizations and Trading Partners

**Q: What measures are health plans utilizing Change Healthcare as their clearinghouse taking to manage transactions?**

**A:** Health plans often maintain multiple clearinghouses for connectivity to the submitter community. Where possible, Availity submits directly to the payer. Availity is actively working to identify alternative routes for instances where health plans were utilizing Change Healthcare as a connection point. These alternative routes will depend on a payer's ability to transact with multiple clearinghouses.

**Q: What payers are impacted by this incident?**

**A:** Availity has a list of impacted health plans. We are actively seeking out direct EDI connections with multiple payers from the list of impacted organizations. Prioritization will be based on their interest and organizational size. When possible, Availity is also actively seeking alternative submission channels with its other trading partners. In the meantime, we recommend reaching out to the payers directly to receive a copy of the remittance advice.

**Q: Should I drop claims to paper under resolution?**

**A:** We do not suggest dropping claims to paper at this point. Availity is holding claims received from providers that would have normally been submitted to Change Healthcare.

**Q: How will this incident impact my billing?**

**A:** Only transactions successfully sent and responded to by the entity would be billed. Availity does not bill for failed transactions.

**Q: What do claims that have NOT been sent to Change Healthcare look like in Availity?**

**A:** Some Availity Essentials Pro™ electronic transactions, including eligibility requests, claim submission, claim status, and remittance advice delivery will be negatively impacted. This includes, but may not be limited to, eligibility requests failing or timing out, claims remaining in E-Claim Ready or E-claim Sent status for extended timeframe and delayed receipt of remittance advices.

**Q: Why can I no longer find the API on Remit Viewer to pull EOPs directly from the remit?**

**A:** The API in Remit Viewer is a part of Change Healthcare and was disconnected

**Q: I need help from you because Change Healthcare is an Availity vendor.**

**A:** It is important to Availity to deliver your transactions to health plan as efficiently as possible,

Change Healthcare has exclusive Gateways with many health plans. In those cases, connecting with Change Healthcare is the only pathway other than dropping to paper. In other cases, Availity routes to other clearinghouse, like Change Healthcare, because of certain considerations, such as not wanting to make existing providers re-register or if a health plan is not accepting new clearinghouse. These health plans represent a very small percentage of Availity's overall volume.

For customers needing emergency assistance, connections to sponsoring health plans via the Availity network will be offered at no-cost for the time being.