

Change Healthcare Cybersecurity Event Frequently Asked Questions

On February 21, 2024, we were alerted that one of our vendors, Change Healthcare (a subsidiary of Optum), experienced a cybersecurity event. As of publishing, Change Healthcare has confirmed that their systems are unavailable.

These FAQ were updated February 25, 2024. Check back frequently for updates.

1. Are you still able to process electronic transactions?

- Yes. For providers who use Change Healthcare as their clearinghouse and who are registered with [Availity Essentials](#), we are encouraging you to use Availity Essentials to submit electronic transactions directly. This alternative allows providers to safely submit their electronic transactions.
- Availity is currently able to support the following electronic transactions:
 - Eligibility and Benefits
 - Claims
 - Claims status
 - Remittance advice
 - Authorizations
- Providers can check the Availity [payer list](#) or find additional information and support for Availity [here](#).
- If you are experiencing difficulties using Availity for these transactions, reach out directly to Availity Client Services by calling **800-282-4548**. They are available Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

2. Is Availity safe to use?

Yes. Availity has disconnected transactions from Change Healthcare and has created a safe alternative for providers who use Change Healthcare. Availity has shared there is no impact to their technology or service.

3. Can I use other vendors to submit electronic transactions?

Yes. If you use an alternative clearinghouse or platform to submit electronic transactions, you can continue to use those platforms.

If you are unable to complete electronic transactions via Availity Essentials during this time, refer to your provider manual for alternative options. You can find your provider manual by selecting **Provider Home** from the top of this News site and navigating to the *Resources* category.

4. Do you anticipate any delays with claim payments?

Currently, we are not experiencing delays in adjudicating claims because of this cybersecurity event. We are encouraging providers to use Availity Essentials if Change Healthcare was their preferred platform to submit transactions.

5. How do I submit a prior authorization request if Change Healthcare is unavailable?

Providers who are registered with Availity Essentials can use Availity Essentials to submit prior authorization requests.

If you are unable to complete prior authorization requests via Availity Essentials, refer to your provider manual for alternative options. You can find your provider manual by selecting **Provider Home** from the top of this News site and navigating to the *Resources* category.

6. Are Pharmacy services impacted by the cybersecurity event?

At this time, there are no delays or impacts to Pharmacy services or claims.