



Our Response to the Change Healthcare Cybersecurity Incident

Change Healthcare, the company Community Health Options uses to receive claims, disconnected its systems following a cybersecurity attack on February 21. As a result, we've been unable to accept provider claims.

Shortly following the news of the attack, we began partnering with a new clearinghouse, Availity, to restore our ability to receive claims. Our implementation plans are running smoothly and following initial testing, we expect the platform to be fully operational by the end of March. Providers should immediately notify their clearinghouses that Availity will now host Community Health Options' payer ID so we can receive their claims. We plan to send implementation updates via email and we strongly encourage providers to sign up for email implementation updates by [clicking here](#).

We are also working closely with Change Healthcare to understand any potential impact to our Members and will share updates as appropriate. Change Healthcare handles more than 15 billion healthcare transactions each year, touching a third of all patient records in the United States. For more information, please read these [Frequently Asked Questions](#).

As of March 19, 2024