

CMS Guidance on Change Healthcare Cyberattack

- On March 5, 2024, the Department of Health and Human Services (HHS) issued a statement about a cybersecurity incident in late February impacting Change Healthcare – a unit of UnitedHealth Group (UHG). The statement noted the following:
 - Medicare providers needing to change clearinghouses for claims processing during the outage should contact their Medicare Administrative Contractor (MAC) to request a new electronic data interchange enrollment for the switch.
 - The Centers for Medicare & Medicaid Services (CMS) would be issuing guidance to Medicare Advantage (MA) organizations and Part D sponsors encouraging them to remove or relax prior authorization (PA), other utilization management (UM), and timely filing requirements during these system outages. CMS encouraged MA plans to offer advance funding to affected providers. CMS also encouraged Medicaid and CHIP managed care plans to use these flexibilities to the extent permitted by the State.
 - Medicare providers having trouble filing claims or other submissions should contact their MAC. CMS has contacted all the MACs to ensure they are prepared to accept paper claims from providers who need to file them.
- On March 6, 2024, CMS issued a memo encouraging MA and Part D plans to relax or remove PA requirements in response to the Change Healthcare cyberattack and reminding MA organizations and Part D sponsors that they are required to develop business continuity plans to ensure restoration of business operations.
- On March 7, 2024, UHG issued an update on the cybersecurity incident. The update noted the following:
 - Electronic prescribing is again fully functional with claim submission and

payment transmission available.

- Electronic payment functionality will be available for connection beginning March 15.
- UHG expects to reestablish connectivity to the claims network and software on March 18, restoring service through that week.
- AMCP sent a letter to HHS/CMS today. [view the letter](#).

More on This Topic:

- [HHS statement](#)
- [HPMS memo](#)
- [UnitedHealth Group update](#)

For questions, please reach out to [Vicky Jucelin](#).

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