

Pg. 1

What is the status of Change Healthcare's security incident?

Change Healthcare is still addressing the security incident that required the company to disconnect its impacted systems while it resolves the issue. We regularly monitor Change Healthcare's progress and have presented alternative solutions for our providers. We suggest you contact your representative at Change Healthcare and visit their website for additional updates.

Pg. 5

Are there any other clearinghouse options available for submission of claims to Change Healthcare?

Even though PerformCare has not reestablished direct connection to Change Healthcare:

- Providers may use Relay Health or iEDI (the two clearinghouses being offered today by Optum /Change Healthcare) for submitting claims to PerformCare. Claims submitted through these clearinghouses will be routed to us via Availity.
 - To use Relay Health or iEDI, you will have to establish new connectivity with these clearinghouses.
 - For new connectivity requirements, you must contact your Change Healthcare account representative.
 - If you do not know who your account representative is, you can submit an inquiry via the [Change Healthcare General Inquiry form](#).
 - Access to this form is also available at: <https://www.unitedhealthgroup.com/changehealthcarecyberresponse>. Scroll to the "Let us know how we can help" section – Questions and Support, click on **Get in touch**.
- As of July 15, 2024, Optum/Change Healthcare's **ConnectCenter**, the direct entry claims portal, is available for reconnection **for providers with existing accounts**.

If you were registered with ConnectCenter prior to the security incident, you will access the portal in the same manner. It is not necessary to complete a new registration, and your username will remain the same.

To reconnect:

- Access the login page at via the **Claims submission** link in the NaviNet provider portal or via direct links: connectcenter.changehealthcare.com or physician.connectcenter.changehealthcare.com.
- Follow the instructions on the login page to reset your password and to set up the required multi-factor authentication.

Pg. 6

Can providers submit 275 claim attachment transactions now?

Yes. PerformCare is accepting ANSI 5010 ASC X12 275 claim attachment transactions (unsolicited) via Availity. Please contact your Practice Management System Vendor or EDI

clearinghouse to inform them that you wish to initiate electronic 275 claim attachment transaction submissions **via payer ID: 65391**.

A maximum of 10 attachments are allowed per submission. Each attachment cannot exceed 10 megabytes (MB) and total file size cannot exceed 100MB. The acceptable supported formats are pdf, tif, tiff, jpeg, jpg, png, docx, rtf, doc, and txt.

There are two ways 275 claim attachment transactions can be submitted:

- **Batch** — You may either connect to Availity directly or submit via your EDI clearing house.
- **Portal** — Individual providers may also register at <https://www.availity.com/Essentials-Portal-Registration> to submit attachments.

Specific 275 claim attachment report codes must be used when submitting an attachment. Visit the for the list of applicable codes. <https://pa.performcare.org/assets/pdf/providers/education-training/submit-275-claim-attachment-transaction.pdf>

After logging in, providers registered with Availity may access the **Attachments - Training Demo** for detailed instructions on the submission process via: [Training Link \[apps.availity.com\]](https://apps.availity.com).

Pg. 12

I heard that Change Healthcare released a notice stating member protected health information (PHI) was compromised because of the security incident that occurred in February 2024. Does this pertain to PerformCare members?

At this time, PerformCare does not know whether its members' protected health information (PHI) was compromised because of this security incident. PerformCare is awaiting information from Change HealthCare that would enable us to make that determination.

Change Healthcare has provided this link to its HIPAA substitute notice: www.changehealthcare.com/hipaa-substitute-notice [app.discover.changehealthcare.com], which contains the information Change Healthcare can provide at this time while they continue working through data review to identify affected individuals. The substitute notice includes a description of information which may have been involved based on their review to date, a toll-free call center number, and information on complimentary credit monitoring and identity protection services available to individuals now if they are concerned that they may have been impacted.

Change Healthcare will send direct notice (written letters) based on data review to affected individuals for whom they have a sufficient address.

For questions contact Change Healthcare's call center at: **1-866-262-5342**, M-F 8 a.m. to 8 p.m. CT.