

March 8, 2024

PROVIDER ALERT: CHANGE HEALTHCARE CYBER ATTACK

On or about February 21st, Change Healthcare (CHC) reported that they were experiencing enterprise-wide connectivity issues. CHC began the process of actively isolating and troubleshooting the issue. It was identified as a cyber security issue and CHC took immediate action to disconnect their systems to prevent further impact. It was subsequently learned that this cyber security issue was perpetrated by a cybercrime threat actor known as ALPHV/Blackcat.

As a result, CHC customers and partners were unable to:

1. Check Enrollee/Member eligibility and/or benefits (270/271 transactions).
2. Submit EDI claims (837 transaction).
3. Receive electronic remittance advices (835 transaction).
4. Receive payment for adjudicated claims.

Please note that the impact may not have been limited to just the above services, based on your relationship with CHC. As of the date of this notification, CHC has not resumed normal activities.

MedStar Family Choice DC Actions to Address Issue:

Effective March 11, 2024, MFC-DC is implementing the following actions:

1. **Verify Enrollee Eligibility** - Providers can contact our Provider Customer Service Department at 800-261-3371 to obtain Enrollee eligibility information. This information can also be obtained via our website provider portal and/or the DHCF's Electronic Verification System (EVS).
2. **Submission of EDI claims (837 Transactions) and Paper Claims** – Providers can submit both 837 transactions and paper claims to Smart Data Solutions (SDS). SDS is a nationally recognized clearinghouse that has existing relationships with many of the known intermediaries/clearinghouses. SDS is ready to receive your claims. Included with this alert is a flyer containing information concerning SDS and how to access their services, [click here](#). If you currently have a relationship with another clearinghouse, you can direct them to submit your MedStar DC 837 transactions to SDS. Our payer ID remains the same **RP062**. If you currently submit your 837 transactions directly to CHC, you will need to contact SDS and arrange for them to submit them to us on your behalf.

If you wish to submit paper claims, you must submit them to:



MedStar Family Choice

DISTRICT OF COLUMBIA

MedStar Family Choice DC Claims Processing Center
P.O. Box 211702
Eagan, MN 55121

3. **Electronic Remittance Advices (835 transactions) and Claim Payments** – CHC is currently our one and only source for the generation of 835 transactions and payment of claims via EFT or paper check. We continue to work with our vendor UST and CHC to identify an alternative option(s) to address these two remaining outstanding issues. We expect to have a viable solution within the next week.

For questions concerning this Provider Alert, please contact the MFC-DC Provider Customer Service Department, Monday through Friday, 8 a.m. to 5:30 p.m.

Phone: **800-261-3371**

Email: mfcdc-providerrelations@medstar.net

**It's how we
treat people.**