**Aetna**

We are aware of Change Healthcare’s restoration timeline and their ongoing efforts to reestablish connectivity to its systems. Our business continuity plans remain in place to mitigate any disruptions, and we remain committed to ensuring ongoing access to care for our members.

We will monitor the situation and update our plans as necessary. We’ve been advising our network providers who directly use Change Healthcare for EDI transactions for Aetna to stay “digital first” and use one of our other business partners for their electronic transactions until the service interruption is resolved. Here is [a list](https://www.aetna.com/health-care-professionals/claims-payment-reimbursement/electronic-transaction-vendors.html) of our approved electronic transaction vendors.

Providers can also use our existing medical provider portal hosted by [Availity](https://www.availity.com/) or dental provider portal hosted by [Dental Exchange](https://aetna.dental.com/login) for electronic claims submission.

If providers work through a billing partner, practice management system or other vendor partner, they likely can advise on an alternate connection method for electronic transactions with Aetna.

Finally, when digital submission isn’t possible, providers can also reach out to our Aetna provider contact centers about submitting paper claims. A [list of phone numbers](https://www.aetna.com/health-care-professionals/contact-aetna.html) is available for providers to select from based on the specific transaction they are calling about.

A provider bulletin was issued on Feb. 27 and is available on the Aetna provider website. [Resources & Support for Health Care Providers | Aetna](https://www.aetna.com/health-care-professionals.html)

**Coordinated Care of Washington**

Coordinated Care is working closely with our provider partners to ensure they are able to navigate through the claims submission disruption and receiving reimbursement. Attached is the Provider Alert being shared. Providers can also find this information on our [website](https://www.coordinatedcarehealth.com/providers/provider-news.html), which will be updated as the situation evolves.  Kate Mundell ([mary.mundell@coordinatedcarehealth.com](mailto:mary.mundell@coordinatedcarehealth.com)) is running point for all provider outreach and communication.

[Provider Alert: Change Healthcare Cybersecurity Incident and Its Impact to Coordinated Care of Washington](https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:51b18492-499f-4ff8-98e5-edbe61612854)

**Kaiser Permanente**

Beginning on February 21, 2024, Change Healthcare, who is a vendor of Kaiser Permanente, announced that it is “experiencing a cyber security issue” and said its “experts are working to address the matter.”  Like thousands of other health care organizations across the United States, Kaiser Permanente uses Change Healthcare for various revenue and payment management services. However, Kaiser Permanente also partners with other EDI Trading Partners across our various markets that providers can find by visiting the [KP Community Provider Portal](https://kp.org/providers) page (Northwest) or [Contracted Providers](https://wa-provider.kaiserpermanente.org/) page (Washington). We encourage providers to submit claims through other clearinghouses. We are encouraging providers to use OfficeAlly because they are offering services for free. Providers can also reach out to our Provider Relations team for direct support.

Our current FAQ is posted at the top of our provider page, link to the current version: [March 19, 2024](https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/national/ever/claims-administration-change-healthcare-impact-en.pdf)

We take any security incident very seriously and are deeply committed to protecting the privacy of our members and patients. We appreciate your patience and flexibility throughout the mitigation process.

**Molina Healthcare Inc.**

Molina Healthcare, Inc. (Molina) is advising our providers of a critical outage of our third-party

vendor, Optum-Change Healthcare (CHC), resulting in impacts to Electronic Claims Submission,

Payment and Settlement Services.

[Provider Bulletin: Optum-Change Healthcare outage](https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:99c3584d-4600-4805-b7da-6a9b52dd36fb)

**Regence**

Regence worked from day one to make providers aware of available solutions such as Availity’s Lifeline and CHC’s funding assistance program.

We proactively reached out to our provider partners to make them aware of available solutions such as Availity’s Lifeline and CHC’s funding assistance program. This outreach took place via our provider communications channels, our provider liaisons, and our provider website. Availity has also communicated with providers. In addition to actively working to make our provider partners aware of available solutions, we continue to monitor Change Healthcare’s remediation efforts and regularly post updates on our provider website.

We can see that providers are adopting these efforts and have established a relationship with Availity or an alternative clearinghouse – nearly all of those submitting to Regence via Change Healthcare have now found another path to submit claims. In fact, Regence is down to just 21 very low volume providers on the medical side who were using Change before that have not implemented an alternative solution that we can see.

**Continued Funding Support for Community-Based Providers**

On March 1, Optum launched a Temporary Funding Assistance Program to help bridge the gap in short-term cash flow needs for providers who received payments from payers that were processed by Change Healthcare.

UnitedHealthcare will provide further funding solutions for its provider partners. This applies to medical, dental and vision providers and will involve advancing funds each week representing the difference between their historical payment levels and the payment levels post attack. Advances will not need to be repaid until claims flows have fully resumed. Providers must complete a one-time registration to access funding.

We urge all payers to do the same as this is the fastest, most efficient way to address provider short-term cash flow needs. UnitedHealthcare does not have visibility to the extent of business interruption for each provider; therefore, it is necessary for other payers to participate in a similar manner.

We recognize these programs will not work for everyone. Beyond UnitedHealthcare’s provider funding relief, Optum is expanding its funding program to include providers who have exhausted all available connection options, and who work with a payer who has opted not to advance funds to providers during the period when Change Healthcare systems remain down.

This expansion is a funding mechanism of last resort, especially for small and regional providers, and will be evaluated on a case-by-case basis. An Optum Pay account is required to complete registration and to receive funds and repay funds. Use your existing Optum Pay account or sign up for Optum Pay to login.

For those who receive funding support, there are no fees, interest or other associated costs with the assistance. For repayment, providers will receive an invoice once standard payment operations resume and will have **30** days to return the funds. These terms now apply to both the original and expanded funding programs.

To determine eligibility and funding amount, please register for the program at the website: [www.optum.com/temporaryfunding](http://www.optum.com/temporaryfunding)

**Additional Consumer Actions**

For Medicare Advantage plans, including Dual Special Needs Plans, we are temporarily suspending prior authorizations for most outpatient services except for Durable Medical Equipment, cosmetic procedures and Part B step therapies. We also are temporarily suspending utilization review for MA inpatient admissions.

For Medicare Part D pharmacy benefits, we are temporarily suspending drug formulary exception review processes.

These actions will remain in place until March 31. We will work with state Medicaid agencies on any actions they wish to implement.

**WellPoint Washington**

Change Healthcare (a subsidiary of Optum) experienced a cybersecurity event. Change Healthcare has confirmed that their systems are unavailable. Out of an abundance of caution and to protect our information, on February 22, Wellpoint Washington made the decision to enact business continuity plans and disconnect from Change Healthcare.

Currently we are not experiencing problems adjudicating claims. We are encouraging providers to utilize Availity to submit transactions if Change Healthcare was their preferred platform to submit transactions.  This and other updates to our providers are posted here: <https://providernews.wellpoint.com/wa/articles/change-healthcare-cybersecurity-update-march-5-2024-18549>

Wellpoint Washington’s Pharmacy Benefit Manager (PBM), CarelonRx does not rely on Change Healthcare to receive and process pharmacy claims. To date, we have not had reports of any issues with retail pharmacies in our network processing our pharmacy claims.

It is important to note this does not impact the ability for members to access medical care and services.

**UnitedHealth Group**

UnitedHealth Group continues to make substantial progress in mitigating the impact to consumers and care providers of the unprecedented cyberattack on the U.S. health system and the Change Healthcare claims and payment infrastructure. Our focus has been on ensuring access to care and medications by addressing challenges to pharmacy, medical claims and payment systems targeted by the attack.

“We are committed to providing relief for people affected by this malicious attack on the U.S. health system,” said Andrew Witty, CEO of UnitedHealth Group. “All of us at UnitedHealth Group feel a deep sense of responsibility for recovery and are working tirelessly to ensure that providers can care for their patients and run their practices, and that patients can get their medications. We’re determined to make this right as fast as possible.”

Based on our ongoing investigation, there is no indication that any other UnitedHealth Group systems have been affected by this attack.

To address the needs of our customers, the company is announcing the following immediate actions:

**Timeline to Restore Change Healthcare Systems**

We are working aggressively on the restoration of our systems and services. Assuming we continue at our current rate of progress, we expect our key system functionality to be restored and available on the following timelines:

Pharmacy services: Electronic prescribing is now fully functional with claim submission and payment transmission also available as of today. We have taken action to make sure patients can access their medicines in the meantime, including Optum Rx pharmacies sending members their medications based on the date needed.

Payments platform: Electronic payment functionality will be available for connection beginning March 15.

Medical claims: We expect to begin testing and reestablish connectivity to our claims network and software on March 18, restoring service through that week.

While we work to restore these systems, we strongly recommend our provider and payer clients use the applicable workarounds we have established—in particular, using our new iEDI claim submission system in the interest of system redundancy given the current environment.

**Continued Funding Support for Community-Based Providers**

On March 1, Optum launched a Temporary Funding Assistance Program to help bridge the gap in short-term cash flow needs for providers who received payments from payers that were processed by Change Healthcare.

UnitedHealthcare will provide further funding solutions for its provider partners. This applies to medical, dental and vision providers and will involve advancing funds each week representing the difference between their historical payment levels and the payment levels post attack. Advances will not need to be repaid until claims flows have fully resumed. Providers must complete a one-time registration to access funding.

We urge all payers to do the same as this is the fastest, most efficient way to address provider short-term cash flow needs. UnitedHealthcare does not have visibility to the extent of business interruption for each provider; therefore, it is necessary for other payers to participate in a similar manner.

We recognize these programs will not work for everyone. Beyond UnitedHealthcare’s provider funding relief, Optum is expanding its funding program to include providers who have exhausted all available connection options, and who work with a payer who has opted not to advance funds to providers during the period when Change Healthcare systems remain down.

This expansion is a funding mechanism of last resort, especially for small and regional providers, and will be evaluated on a case-by-case basis. An Optum Pay account is required to complete registration and to receive funds and repay funds. Use your existing Optum Pay account or sign up for Optum Pay to login.

For those who receive funding support, there are no fees, interest or other associated costs with the assistance. For repayment, providers will receive an invoice once standard payment operations resume and will have 30 days to return the funds. These terms now apply to both the original and expanded funding programs.

To determine eligibility and funding amount, please register for the program at the website: [www.optum.com/temporaryfunding](http://www.optum.com/temporaryfunding).

**Additional Consumer Actions**

For Medicare Advantage plans, including Dual Special Needs Plans, we are temporarily suspending prior authorizations for most outpatient services except for Durable Medical Equipment, cosmetic procedures and Part B step therapies. We also are temporarily suspending utilization review for MA inpatient admissions.

For Medicare Part D pharmacy benefits, we are temporarily suspending drug formulary exception review processes.

These actions will remain in place until March 31. We will work with state Medicaid agencies on any actions they wish to implement.

**Prescription Support**

As of today, all major pharmacy claims and payment systems are back up and functioning. We have taken action to make sure patients can access their medicines in the meantime, including Optum Rx pharmacies sending members their medications based on the date needed.

Additionally, recognizing that we were asking pharmacies to take action to help patients, Optum Rx PBM notified network pharmacy partners and pharmacy associations that we would reimburse all appropriate pharmacy claims filled with the good faith understanding that a medication would be covered. We continue to focus on those remaining areas of pharmacy disruption, including specialty coupon programs and certain claims for infusion providers.

For more information and access to all solutions provided by UnitedHealth Group, visit <http://www.uhg.com/changehealthcarecyberresponse>.