

Change Healthcare Issue Update

March 05, 2024

As of March 2nd, 2024 some Clearinghouses started to reject claims because of the enormous amount of data being stored on their servers from submitted claims that could not be sent to the payers.

The rejection reason we are seeing is :

“The route to this payer has been impacted by the Change Healthcare cyber incident. Providers will need to submit by paper, hold or utilize the payer’s DDE.”

For claims that can be rerouted to different payors, Clearinghouses are arranging this process or may have already done so.

There have been suggestions/workarounds that practices can submit affected claims on paper. However, due to the volume of claims involved this may not be feasible causing delays in claim processing.

We were notified by our Clearinghouse that claims submitted prior to March 2024 are being held in a queue at the Clearinghouse and will be released once the issue with Change Healthcare is resolved.

For our clients, Active Management is taking corrective measures and rerouting the affected claims accordingly.

Multiple news stories came out hours ago stating that United Healthcare Group paid \$22M in cryptocurrency to regain access to their systems to cyber attacker ALPHV/Blackcat. However, recovering from this attack could last another month or longer.