



Change Healthcare Cyber Security Update

On Wednesday, February 21, 2024, Change Healthcare [reported a cyber security incident](#). This incident has resulted in a network outage that significantly impacts the healthcare industry. As such, First Choice Health (FCH) is providing information that is critical in minimizing disruption to necessary care and prescriptions.

WHAT DOES CHANGE HEALTHCARE DO?

Change Healthcare manages a large portion of Electronic Data Exchange (EDI) in healthcare. Simply put, they transmit enrollment and claims information between payers, providers, and pharmacies.

HOW DOES THE OUTAGE IMPACT ME?

Due to the shutdown at Change Healthcare, any electronic transaction delivered via the Change Healthcare platform is on hold. Enrollment and claim data cannot be transferred between payers, providers, and pharmacies that utilize the Change Healthcare platform.

WHAT DOES THIS MEAN FOR MY EMPLOYEES?

- If your enrollment transactions are exchanged via EDI transactions utilizing the Change Healthcare system, any changes since Wednesday, February 21, 2024, have not been delivered to FCH. As such, if a provider or pharmacy tries to verify enrollment electronically, your employee/their dependents may return inaccurate information.
- If you or your Pharmacy Benefit Manager (PBM) are using the Change Healthcare platform for EDI exchange, your employees and their dependents may need help to obtain prescriptions.
- Most claims transactions are transmitted via a clearinghouse. FCH utilizes Change Healthcare as a clearinghouse for claim submissions. Any claim transaction that was submitted after Tuesday evening is pending until Change Healthcare can resolve its outage.

WHAT SHOULD I DO NEXT?

- Contact your FCH Account Executive if you need to know if your enrollment transactions are connected to the Change Healthcare platform. Your Account Executive will be able to confirm your connectivity.
- Contact your PBM to understand their connectivity to Change Healthcare. Ask your PBM what they are doing during the outage to ensure your employees and their dependents have access to necessary prescriptions. We recommend over-communicating this process to your employees. A delay in prescriptions can create life-threatening situations.
- Please inform your FCH Account Executive of your PBM's process so they can communicate appropriately to Customer Service and share the information with your impacted employees and their dependents should they call FCH.

WHAT ALTERNATIVES TO DATA EXCHANGE EXIST?

- Clients can update enrollment manually via the [FCH client portal](#).
- Providers can verify benefits, eligibility and claim status via the [FCH provider portal](#).
- If you utilize an 834 data file for enrollment through Change Healthcare and can access the 834 directly, FCH can consume the file directly.

We are monitoring this issue closely and preparing for an extended outage. As such, we are exploring different alternative solutions to ensure clients and their families have access to necessary care. We will update you promptly as we progress.