

Provider Bulletin

Control Number:	022624
Date:	February 26, 2024
Subject:	Change Healthcare Cyber Security Incident

THE ISSUE

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.

HOW CAN I VIEW BENEFITS, ELIGIBILITY & CLAIMS?

If you are unable to verify benefits and eligibility within your system, you can check a member's benefits, eligibility and claims status on the [FCH secure provider portal](#) or via [OneHealthPort](#).

To check benefits and eligibility on the [FCH secure provider portal](#) follow these steps:

1. Select Sign In button
2. Select Providers
3. Select Benefits & Eligibility
4. Select First Choice Health Administrators
5. Login to [OneHealthPort](#)

If you are not registered with OneHealthPort, here are registration [instructions](#).
View [helpful provider portal videos](#).