



CHANGE HEALTHCARE DATA BREACH Hamaspik Update #3 – 3/06/2024

Q & A

1. I held off submitting claims due to the data breach, can I submit now?
Yes! Electronic claims can be submitted to Availity (see more info in this document) using our existing payer ID #47738. On an interim basis, paper claims can be submitted to: Hamaspik Managed Care, Attn: Claims Dept., 775 North Main St., Spring Valley, NY 10977
2. I already have utilized Availity for other payers in the past, do I need to do anything?
This should be seamless for you if you already utilize Availity. They have told us that claims you submit from 3/6/24 onward will automatically be directed thru Availity to Hamaspik.
3. I submitted electronic claims after 2/20/24, do I need to do anything?
You must resubmit any claims submitted from 2/21/24 onward—Availity will direct them to Hamaspik.
4. I mailed paper claims to Hamaspik's El Paso, TX P.O. Box prior to 2/20/24, will they be processed?
If they were received by 2/20/24, they were likely loaded to our system and will be processed. We have requested that Change Healthcare—which was responsible for receiving the paper claims at the El Paso P.O. Box and scanning them in for transmission to our claims system--forward paper claims to us that may be sitting in their mail room that have not been scanned for processing. We have yet to receive confirmation that this has been done and paper claims have not yet been received.
5. How can I check to know if they were received?
Email: ClaimsProcessing@hamaspikchoice.org
6. Will you be relaxing claims submission timeframes?
No. There is no need to do so since an alternative submission route is being offered timely.
7. Are authorizations affected?
No. Hamaspik has never utilized a clearinghouse to handle authorization transactions.
8. Will you be making an estimated payment to providers?
No. Our claims payment cycle has not been disrupted so we will not be doing this. We did not use Change Healthcare to make payments.
9. Will the existing payment methods remain in place?
Yes. For those providers who signed up for ACH, deposits will be made directly to designated bank accounts. For those who did not sign up for ACH, payments will be made by check mailed to the billing address on file.
10. I still have questions, who can I contact at Hamaspik?
Our Provider Relations Department is serving as the triage for provider calls and emails. It is best to email: ProviderRelations@hamaspikchoice.org