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## FAQ – CHANGE HEALTHCARE DATA BREACH

### 1. What happened

Change Healthcare, a national claims clearinghouse through which providers submit their electronic and paper claims, incurred a data breach which means a portion of the member information has been compromised affecting many Providers and Health Plans nationwide.

### 2. How does this affect Hamaspik Managed Care

- a. According to Change Healthcare, our membership data has *NOT* been affected, which means that our member health information and privacy has not been compromised
- b. However, claims haven't been loaded to our system since Wednesday 2/21/24

### 3. How does this affect our providers

- a. This data breach mostly affects our providers as they are not receiving EOPs for the most recent cycle of claim payments; we also haven't received any claims since 2/21/24 and are not sure how soon Change Healthcare will be fixing the issue that led to the data breach and be able to start receiving and processing claims for us. Our most recent provider payments were *NOT* affected since we pay claims outside of Change Healthcare, within our own system.
- b. The payor community along with the Department of Health is working together to explore the extent of this issue as well as come up with potential solutions (including the potential short term use of alternate clearinghouse options) so that there is minimal disruption to payments to our providers

### 4. How does this affect our membership

*This shouldn't affect our membership at all.* We will continue to authorize services, and sending authorizations is not affected by this. Claims will get paid as soon as possible

### 5. What is our message to our staff, members, and provider community

***Our member Health, Safety and Privacy along with the prompt and accurate payment of our providers remain our top priority.***

We will continue to work closely with Change Healthcare and the Department of Health as well as with our providers to work on both short term and long term solutions. We will update our providers with all updates as quickly as they are made available.