

NOTICE: Change Healthcare Cybersecurity Incident

February 29, 2024

Dear provider,

As you may be aware, Change Healthcare (now a subsidiary of Optum) is experiencing an ongoing cybersecurity incident.

Here is the link for direct updates from Change Healthcare:

[Optum Solutions Status – Update: Some applications are experiencing connectivity issues. \(changehealthcare.com\)](https://www.changehealthcare.com/status)

We are in regular contact with Change Healthcare as they work to resolve this service lapse. At this juncture, Change Healthcare has not provided an estimated time for resolution.

BCBSAZ Health Choice providers may experience delays in:

- Provider payments via paper check
 - If you are a participating BCBSAZ Health Choice provider who receives payments via paper we **encourage you to participate in electronic fund transfer (EFT)**, which allows us to send your funds directly to your banking institution. **To participate reach out to your provider representative directly.**
- Delivery of electronic 835 and paper remits/explanations of payment
 - Providers are encouraged to utilize the provider portal to view claim status and detail including, but not limited to, claim payment detail by service code and associated EFT/Check number.
- Electronic claims submission
 - We are assessing non-Change Healthcare solutions for electronic claim submissions. Continue to monitor our provider page on our websites for updates.

Although we do not currently recommend it, if necessary, paper claims can be submitted to:

BCBSAZ Health Choice
P.O. BOX 52033
Phoenix, AZ 85072-2033

There is no immediate member impact and **BCBSAZ Health Choice members continue to have access to care.** We are closely monitoring additional information from Change Healthcare.

To view this notice for embedded links and content specific to education-related material, please visit us online at [BCBSAZ Health Choice \(healthchoiceaz.com\)](https://www.healthchoiceaz.com) under our “For Providers” tab.



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