

## Change Healthcare Network Outage - UPDATE

MVP Health Care® (MVP) was notified of a network interruption to Change Healthcare's services related to a cyber security issue. As a result, Change Healthcare continues to be unable to process claims or real-time eligibility and claim status requests from Providers to payers, including to MVP. You have been identified as a practice impacted by this outage based on activity with your billing TIN and/or NPI previously received through Change Healthcare's Medical Network Clearinghouse.

MVP internal systems are unimpacted by Change Healthcare's network interruption, so Providers can still verify Member eligibility and determine the status of previously submitted claims through your MVP Provider Online Account or by IVR.

Claims received from Providers via Change Healthcare's Clearinghouse before February 21, 2024, are being processed. All MVP payments will continue to be sent to Providers; however, 835 files and Electronic Remittance Advice (ERAs) will not be processed by Change Healthcare. Latest remittance information can be accessed from Payspan's provider portal.

### **MVP Is Strongly Recommending That Providers Seek Alternative Options to Submit Claims And/or Real-Time Transactions.**

Change Healthcare has not indicated any resumption of services for their Medical Network Clearinghouse. Therefore, MVP recommends the following options:

- MVP accepts electronic claims and real-time transactions from several vendor clearinghouses. Information on MVP's preferred clearinghouses (including those that offer services at no cost to providers) are available at **[mvphealthcare.com/providers/reference-library/edi-information-guide](https://mvphealthcare.com/providers/reference-library/edi-information-guide)**
  - If you choose to use a different clearinghouse than those MVP recommends, please confirm with the clearinghouse that they are not constrained by the Change Healthcare network outage
- Providers that can generate compliant ANSI X12 837 institutional, professional, or dental claim files are welcome to send direct 837 submissions to MVP, following setup of a Secure File Transfer Protocol (SFTP) account that allows for the data exchange between MVP and compliance testing of your 837 submissions. For more information on direct 837 submission to MVP, please contact MVP's EDI Services Department at **1-877-461-4911** or **[ediservices@mvphealthcare.com](mailto:ediservices@mvphealthcare.com)**
- Providers may create and submit medical and behavioral health claims online by accessing TransShuttle. This website is hosted and powered by AXIOM and the services available therein are offered by AXIOM to Providers on behalf of MVP. AXIOM may require that users agree to AXIOM's site requirements and certain terms of use before accessing AXIOM's services. Please note an NPI is required to setup an account. Further information on Online Claim Submissions is available at **[mvphealthcare.com/providers/reference-library/edi-information-guide](https://mvphealthcare.com/providers/reference-library/edi-information-guide)**

MVP is aware that UnitedHealth Group (the parent company of Change Healthcare and Optum) is offering Providers whose payment distribution has been impacted a temporary funding assistance program to help with short-term cash flow needs. Although MVP continues to make payments uninterrupted, you may be eligible for this program through your relationships with other payers. More information on UnitedHealth Groups' program is available at **[optum.com/temporaryfunding](https://optum.com/temporaryfunding)**.

For other information or further assistance, please contact your MVP Professional Relations Representative.

To view all communications, visit **[mvphealthcare.com/FastFax](https://mvphealthcare.com/FastFax)**

**Questions?** Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at **1-800-684-9286**.

