

### Change Healthcare Security Incident Update: New Waystar Update

#### Purpose of this communication:

- To provide an update to providers about the Change Healthcare cybersecurity incident and how it may impact your claims with CareCentrix. Waystar has implemented an accelerated enrollment process. Further information is listed in the included FAQ. We've also included a [link](#) to a new survey regarding your current claims processing procedure.

#### What do I need to know?

- Change Healthcare advised that they identified a cybersecurity incident on February 21, 2024.
- Change Healthcare advised that they isolated their systems from all external systems and are not currently receiving or sending any healthcare claim related transactions. Change Healthcare recently announced an estimated timeline it expects to restore its claims operations. Prior to accepting claims transactions through Change Healthcare, CareCentrix will need to evaluate whether it is safe to resume operations with Change Healthcare.
  - **Claims Processing and Payment:** CareCentrix is still receiving electronic claims sent via our other contracted clearinghouses, Waystar and Availity. To help ensure timely processing of claims, please consider enrolling with Waystar or Availity.
  - **Timely Filing Requirements:** Timely filing requirements still apply and have not changed.
- Any claims received by CareCentrix from Change Healthcare prior to this incident will be processed by CareCentrix as usual, including electronic fund transfers and paper checks for completed claims.
  - If you receive your Electronic Remittance Advice transactions from Change Healthcare, there will be a delay in the receipt of the 835's that correspond to those payments for claims impacted by this cybersecurity incident. However, as always, providers can access our HomeBridge® portal to see individual claim statuses and processing results.
- To stay updated on the Change Healthcare security incident, go to Change Healthcare's update page at <https://status.changehealthcare.com/incidents/hqpjz25fn3n7>.

#### What do I need to do?

- **Please update CareCentrix with any changes or decisions you have made regarding this event using the [survey attached](#).**
- Continue to access the HomeBridge® portal to see individual claim statuses and processing results.
- Review the Frequently Asked Questions below for additional information.

Thank you in advance for your cooperation and continued partnership.

**CHANGE HEALTHCARE SECURITY INCIDENT  
FREQUENTLY ASKED QUESTIONS (FAQ)**

**1) How can I change my clearinghouse to Waystar or Availity?**

**For Electronic Claims Submissions:**

If you choose to enroll with a different clearinghouse for electronic claims submission, please use the links below:

- **Waystar:** <https://www.waystar.com> or by phone: 844-492-9782
- **Availity:** <https://www.availity.com/availity-lifeline-self-serve-resources>

If you choose to enroll with a different clearinghouse, please ensure that your ERA and EFT designations are updated to support your clearinghouse change. You can update your ERA/EFT information with Madaket Health at <https://enroll.madakethealth.com/login>

**For Electronic Remittance Advice:**

If you choose to change clearinghouses for Electronic Remittance Advice (ERA), email [ERAITenrollment@carecentrix.com](mailto:ERAITenrollment@carecentrix.com) with your provider name, TIN, and your newly selected clearinghouse. Refer to the grid below to locate the appropriate payor ID required for each health plan.

Payer ID	Payer
11345	CareCentrix All Plans
11347	CareCentrix Florida Blue
11348	CareCentrix Horizon
11349	CareCentrix BCBSM
11350	CareCentrix Wellcare

**If Waystar is chosen**, contact them via their website at <https://www.waystar.com> or by phone to reach a representative directly at 844-492-9782.

Waystar has implemented an [accelerated implementation program](#) that gives you the ability to send claims within 72 hours. They have also provided many resources to help ease your transition. Review the most recent [live webinar](#) with Waystar leaders answering provider questions on implementation,

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solutions and more. View their [general overview](#) or click [here](#) to request a demo with Waystar. Additional resources are linked below:

[Security Overview](#)

**If Availity is chosen**, please be sure that you are registered to receive ERAs through Availity.

Availity has published a self-service resource page for both registered and unregistered users to perform critical transactions through the Availity Essentials portal and to register as a user, respectively. In addition to registration guidance, the resource page includes a variety of training demos to get users up to speed with Availity Essentials. The resource page, which will be continually updated, can be found [here](#).

If you choose to switch claims submission clearinghouses, please ensure that your ERA and EFT designations are updated to support your clearinghouse change. You can update your ERA/EFT information with Madaket Health at <https://enroll.madakethealth.com/login>.

## **2) Can I switch to paper Explanation of Payments (EOPs) temporarily?**

Yes. CareCentrix can temporarily transition a provider from Electronic Remittance Advice (ERA) to a paper format. Upon resolution of this matter, CareCentrix will revert providers that switched to paper back to ERA. To request a temporary transition from ERA to paper remittance advice, please email [ERAITenrollment@carecentrix.com](mailto:ERAITenrollment@carecentrix.com) with your provider name and TIN and advise that you would like to change from electronic to paper remittances.

## **3) Where can I access previous CareCentrix communications related to this Change Healthcare incident?**

Access previous versions here:

[March 11, 2024](#)

[March 1, 2024](#)

[February 23, 2024](#)

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