

Change Healthcare Security Incident: CareCentrix Reconnection Update

Purpose of this communication:

To inform providers that CareCentrix has re-established connection with Change Healthcare.

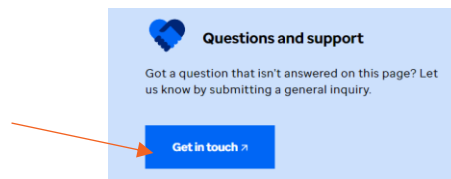
What do I need to know?

- Based upon representations from Optum, CareCentrix has securely restored its connection to Change Healthcare and resumed using their claims clearinghouse services.
- If you receive any calls from patients asking whether their data was impacted by the Change Healthcare security incident, please direct them to <http://changeybersupport.com> or to the Change Healthcare call center at 1-866-262-5342.
- To stay updated on the Change Healthcare security incident, go to [Change Healthcare's update page](#).

What do I need to do?

- **If you intend on continuing to use Waystar or Availity as your clearinghouse, no action is required.**
- If you chose not to switch your clearinghouse and plan to re-establish reconnection with Change Healthcare, please take the following steps:

- Access the following link: [Information on the Change Healthcare Cyber Response](#)
- Click **Get in touch**



- Fill out the smartsheet form. After you complete this form, an analyst from Change Healthcare will be in touch to reconnect.
- CareCentrix has issued responses to claims submitted to Change Healthcare prior to the security incident but not responded to prior to the incident via paper explanations of payment or by emailing explanations of payment to providers. If providers wish to receive an 835 electronic response to those claims, contact your CareCentrix provider relations contact.
- Continue to access the HomeBridge® portal to see individual claim statuses.
- Review the previous notifications below for Frequently Asked Questions.
 - [March 15, 2024](#)
 - [March 11, 2024](#)
 - [March 1, 2024](#)
 - [February 23, 2024](#)

Thank you in advance for your cooperation and continued partnership.