Change Healthcare Outage Updates: Some Transactions Possible Through Availity Portal

Change Healthcare, a one of the largest healthcare technology companies in the United States, has experienced a cybersecurity attack and outage. This outage is nationwide and is affecting benefits verification, claims status, claims submission, receiving remittance information, prior authorization and more for many providers, payers and pharmacies.

We are communicating with Change Healthcare as they work on a resolution, but there is no estimated timeframe for a fix.

Functionality Within our Provider Portal in Availity

Availty has identified that there is no risk to their systems or technology. As part of their standard security measures to safeguard both Availity and their customers, they disconnected all inbound and outbound transactions from Change Healthcare, Optum, and United HealthCare.

How Availity Is Helping

Availity has provided an alternative path for providers who use Change Healthcare as their clearinghouse and are registered within Availity Essentials™. These alternative pathways enable those providers to transact electronically with sponsoring health plans, including Medical Mutual.

This guidance is posted on the Availity Essentials portal after login.

Transactions available to providers include:
- Eligibility and Benefits (X12 270)
- Claim Status (X12 276)
- Claims (X12 837 Professional, Institutional, Dental)
- Remittance Advice (X12 835)

In addition to these efforts, Availity has three distinct groups of internal SMEs addressing solutions to specific customer segments:
1. Existing payer portal customers without an EDI connection;
2. Non-portal payer/Gateway customers; and
3. Providers and trading partners

These internal groups are continuing to develop and execute plans to help these customer segments, including a no-cost direct connection to our networks for the duration of the Change Healthcare outage to enable the critical exchange of patient care information.

If you have any questions about the Change Healthcare cybersecurity attack and outage, and what solutions have been implemented, please reach out to your Medical Mutual Provider Contracting Manager at 1-800-625-2583.