



Provider Alert: Change Healthcare Cybersecurity Incident and Its Impact to SilverSummit Healthplan

On February 21, Change Healthcare, a software and data analytics subsidiary of UnitedHealth Group's Optum unit, experienced a cybersecurity incident that has impacted its network and operations. The cybersecurity incident has created a service disruption impacting SilverSummit Healthplan members and provider network in several ways.

As of now, Change Healthcare has not provided a timeline for resolution. To protect our members and providers, SilverSummit Healthplan fully disconnected system access to and from Change Healthcare on Feb. 21. We are working on multiple solutions to restore provider functionality and ensure continuity of care for our members. We will continue to provide updates as this situation evolves.

Electronic Claim Submission

The ability to electronically submit claims to SilverSummit Healthplan through Change Healthcare is currently down. Providers can easily submit electronic claims to SilverSummit Healthplan via many alternative methods including other claims clearinghouses, our secure provider portal, and mail. Our preferred clearinghouse for electronic claims submission is Availity. To enroll, please visit www.availity.com/Essentials-Portal-Registration and/or call Availity Client Services at 1-800-AVAILITY (1-800-282-4548). For step-by-step instructions for Availity, visit the Availity Lifeline page at <https://availity.com/availity-lifeline-self-serve-resources>. Additional information on claims submission can be found in our Provider Manual located on our website at SilverSummit Healthplan.

Reimbursement via Paper Check and Virtual Credit Card (VCC)

Some paper check and virtual credit card payment processes for SilverSummit Healthplan have been disrupted due to this incident. We apologize for any inconvenience this causes. Please know we are working quickly to implement a new process to ensure payments are operational as soon as possible. An alternate way to speed up your payment process is to set up an automated clearing house (ACH) for electronic funds transfer (EFT). SilverSummit Healthplan's preferred ACH/EFT partner, PaySpan (now part of Zelis), has offered to help expedite the sign-up process for providers by calling 1-877-331-7154 or visiting www.payspanhealth.com.

Thank you for your patience and partnership as we navigate this situation. We apologize for any inconvenience in this matter. If you have any questions, please contact your Provider Engagement representative or our Provider Services team at **1-844-366-2880** or visit www.centene.com/change-healthcare.

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