



Change Healthcare (CHC) Outage

On February 21, 2024, Banner Plans & Networks received notification that our vendor, Change Healthcare, is experiencing a network interruption, affecting certain aspects of our business operations. CHC's services have been offline since late February 20, 2024.

The following plans are currently impacted:

- Banner – University Family Care/ACC
- Banner – University Family Care/ALTCS
- Banner Medicare Advantage
- Banner Health Network United Medicare Advantage

This outage is nationwide and affecting multiple health plan organizations. Change Healthcare is actively engaged in finding a solution, but there is currently no estimated date of restoration. Change Healthcare supports claims processing across the business including pharmacy claims. This is causing some pharmacies to **not** be able to process claims electronically. Additionally, impacted transactions known at this time include:

- Claim file receipt (837)
- Claim acknowledgement (277CA)
- Real time eligibility status (270/271)
- Claims status (276/277)
- Electronic remittance advice (835)
- Provider enrollment system (impacts EFT/ERA enrollment)
- Claim attachments (275)

Our Customer Care Center is prepared to take calls from members who may not be able to fill their prescriptions, or providers that are looking to check payment information and claim status.

Additionally, Change Healthcare is currently unable to process provider payment transactions to distribute funds to providers for processed claims, which may impact the timely delivery of payment to providers. Banner Plans & Networks is currently implementing business continuity plans to mitigate further disruptions. Providers may experience a delay or inability to submit transactions noted above during the system interruption. In lieu of a real time eligibility check, you can call the following numbers for a manual eligibility check:

Banner - University Family Care/ACC (800) 582-8686
Banner - University Family Care/ALTCS (833) 318-4146
Banner Medicare Advantage Dual HMO D-SNP (877) 874-3930
Banner Medicare Advantage Prime HMO (844) 549-1857
Banner Medicare Advantage Plus PPO (844) 549-1859
Banner Health Network (UHCMA) (480) 684-7070 or (800) 827-2464

We do not have an estimated time for resolution. However, we will continue to update with additional information as it becomes available. If you have additional questions, please contact your provider relations liaison or visit our website at www.banneruhp.com.