

Provider Newsbrief

March 1, 2024

Change Healthcare Update

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

We recognize this outage could create a hardship for some members and providers, and we are taking steps to mitigate the impact. We have sent information about additional clearinghouse options and hope that you have utilized this information to maintain your operations during this time.

New Information

Change Healthcare has confirmed that **no claims** are being held within the Change Healthcare system/portal. Change Healthcare rejected claims to providers or other clearinghouses. Change Healthcare confirmed that it disconnected services on Feb. 21, although some providers were impacted with their Feb. 20 claims submittals.

As we sent in a previous message, if you are currently using Change Healthcare clearinghouse, Banner is currently connected to two other clearinghouses, which were previously sent to you. Providers may subscribe to one of these services and Banner will be able to receive claims.

SSI Healthcare Revenue Cycle Solutions

Website: <https://thessigroup.com/>

Office Ally Service Center

Website: <https://cms.officeally.com/>

Additional Resources

Here are some additional resource we want to bring to your attention

For providers looking to request funding assistance: www.optum.com/temporaryfunding

Updates on the technical status of Change Healthcare: <https://status.changehealthcare.com>

Please do not hesitate to reach out to your Care Transformation Specialist or Consultant if you have additional questions or have urgent cash flow or other needs due to the Change Healthcare outage. If you are unsure of their contact information, please contact the Provider Experience Center at 480-684-7070 or 1-800-827-2464 or ProviderExperienceCenter@bannerhealth.com.