

**Blue Cross Blue Shield of Massachusetts**

Change Healthcare Assistance Program (CHAP)

(888) 402-3550

Provider Services

(800) 882-2060

BCBSMA understands that the cybersecurity incident at Change Healthcare is leading to significant disruptions to routine business interactions between some health care providers and Blue Cross Blue Shield of Massachusetts. We want to assure you this is not a Blue Cross Blue Shield of Massachusetts cyber incident. In fact, BCBSMA continues to conduct all business operations, such as processing claims, benefits and eligibility verification, and referral and authorization requests by a variety of other methods.

BCBSMA recommends that our provider partners pursue one of the many options noted below as an alternative while Change Healthcare's systems are unavailable. At present, BCBSMA does not know how long the event at Change Healthcare will interrupt their service to you. Please see the Provider Central resources, which present additional information on these topics:

- Get technical support for claim submission;
- Temporary waiver of claim filing and appeal limits for Change Healthcare affected providers;
- Submission of claims via alternative ways;
- Checking claim status; and
- Benefit and eligibility checks