



Provider Headlines

Updates from Fallon Health

Change Healthcare network interruption

As we alerted you earlier this week, Fallon Health has been made aware that Change Healthcare is experiencing a network interruption related to a cyber security issue. There is still no indication that there has been a member data breach of any kind, but their systems continue to remain off-line while they conduct their investigation. For details, visit [Optim Solutions Status \(changehealthcare.com\)](https://www.changehealthcare.com).

While this incident has impacted Change Healthcare's systems, there is no current threat to Fallon Health's systems, and we continue to conduct all business operations including:

- Processing claims
- Administering PCP referrals
- Notifications
- Prior Authorization requests
- Electronic payment and 835 payment processing

Update: EDI 837 Health Care Claim transaction set options

- If you use Availity to submit claims to other carriers, you can now also use it to submit claims to pass through to Fallon Health. This option is in addition to using NEHEN (see below).
- Direct Claim Submission Option: If you submit more than 250 claims per month and wish to pursue submitting claims directly to Fallon Health, please visit <https://fallonhealth.org/providers/Secure/sftp-regform> to get started.

Reminder: NEHEN option

- If you use NEHEN, you can use that system to submit claims to Fallon Health until Change Healthcare is back on-line.

- If you would like to sign up with NEHEN, visit their website at: <https://www.mahealthdata.org/nehenn>. Scroll to the bottom of the page and fill out the form. NEHEN will prioritize your requests.

Reminder: 270 Real-time Eligibility Inquiry and 276 Real-time Claim Status Inquiry

If you are set up to use Fallon Health's online provider tools, you can receive member eligibility and claim status information (for the last 12 weeks) through your login. If not, you can get that information by calling us at 1-866-275-3247, prompt 1 for eligibility, prompt 2 for claim status. If you are a new user, please visit fallonhealth.org/providers/provider-tools.aspx to get started.

We continue to closely monitor the situation and will provide you with regular updates, the next of which will be distributed early next week.

For questions, reach out to your Provider Relations Representative or askfchp@fallonhealth.org.