

Quick Summary

- The MassCollaborative, comprised of MHA, Massachusetts Medical Society (MMS), Massachusetts Association of Health Plans (MAHP), Blue Cross Blue Shield of Massachusetts (BCBSMA), and the Massachusetts Health Data Consortium (MHDC) have been working together to make it easier for providers to access the resources they need to minimize the disruptions resulting from the Change Healthcare cyberattack that began on February 21. See details below.
- United Healthcare Group (UHG), the parent of Change, has [this webpage dedicated to updates](#) on the cyberattack.
- According to UHG, electronic payment functionality became available for connection beginning March 15; this week it began testing and reestablishing connectivity in a phased manner to its claims network and software.
- However, plans and providers will have to work through critical security protocols in order to decide that it is safe to reconnect. The U.S. Department of Health and Human Services [notes that many payers and providers](#) will require third party certification of the cybersecurity of Change Healthcare's system before reconnecting. HHS encouraged UHG to communicate to providers about efforts to safely secure claims systems and the timeframe for those third-party assessments.

MassCollaborative Efforts to Address Change Healthcare Cyberattack

The MassCollaborative, through MHDC, is launching the following services to assist providers of all sizes with accessing information about the Change Healthcare cyberattack and how to work with the health plans and other electronic data interchange (EDI) vendors to mitigate the disruption. Please note that this is a work in progress as the situation is evolving. Additional information will be added to the dedicated webpage below as it becomes available.

- Toll-free helpline: (888) 402-3550.
- Visit the dedicated webpage mahealthdata.org/chap to find the information necessary for providers to set up an alternate EDI service. The site also includes:
- A provider checklist for reconnecting practices and communicating with health plans.
- Frequently asked questions about how to connect to an alternate service provider, among other items.
- Links to CMS, Medicaid/MassHealth, and many of the Massachusetts-based health plans.
- A reminder advising providers that even with nominal re-connection, health plans and providers will require time to test new connections and ensure their security.

MHDC will be holding open office hours beginning this Thursday, March 21, 12-1 p.m. , via Zoom. [Register here](#) so that MHDC can forward you a Zoom link.

We recognize that this is a difficult situation for many providers and the goal is to ease the administrative burden by putting as much information as possible into one place. Please don't hesitate to contact Karen Granoff, MHA's senior director of managed care, at KGranoff@mhalink.org if you continue to have issues resulting from the ongoing Change Healthcare situation.