

March 28, 2024

**To:** BILH Hospital and Clinical Unit Presidents  
BILHPN Business Partners

**From:** Beth Roberts, MBA  
President, BILH Performance Network

**Subject:** **Important Update Following Change Healthcare Cyber Security Incident**

Dear all,

I am reaching out to provide you with an important update following the cyber security incident at Change Healthcare that occurred on February 21, 2024. This incident has significantly impacted claims processing and payment systems, affecting many providers within our network. While progress has been made to restore operations, both the UnitedHealth Group (UHG) and the federal government indicate that a full restoration may still be several weeks away. **We ask that you cascade this information to providers and staff as appropriate to keep them informed about this situation, available support, and steps needed to mitigate the impact of this event on their practices.**

#### **Update on Change Healthcare Operations**

Since the cyber security incident, there has been progress in restoring Change Healthcare's capabilities. As of now, pharmacy claims processing is operating at near-full capacity. Following the restoration of its electronic payment platform on March 15, Change Healthcare is now working on payer implementations. Testing and reconnection for the claims submission platform is ongoing; however, providers will have to work through critical security protocols to decide that it is safe to reconnect.

Real-time updates can be found on the [UHG Change Healthcare cyber response page](#), as well as on the [Change Healthcare incident website](#).

#### **Financial Support**

In response to the financial challenges posed by this disruption, the Centers for Medicare & Medicaid Services (CMS) and UHG have introduced various forms of financial assistance. CMS has facilitated expedited access to advanced and accelerated payments for Medicare Parts A and B and has granted leeway to state Medicaid agencies to provide interim payments to affected providers. CMS has developed a [fact sheet](#), as well as a list of [frequently asked questions](#) with more information on eligibility for the payments, application criteria, and repayment terms.

UHG has also expanded eligibility for its temporary funding assistance program for providers during this period. Additional information about this program and eligibility requirements can be found [here](#).

#### **HIPAA Compliance and Investigations**

The HHS Office for Civil Rights (OCR) has initiated an investigation into Change Healthcare and UHG under the HIPAA Privacy, Security, and Breach Notification Rules. While specific obligations for providers remain unclear as they pertain to notifying patients about breaches of their protected health information, we remind all providers to review their ongoing responsibilities under HIPAA rules, especially concerning patient information security.

#### **Local Coordinated Support and Resources**

The MassCollaborative, comprising various Massachusetts health care and insurance organizations, is working to support providers across the state in accessing the resources they need to overcome the challenges posed by the cyber security incident. A dedicated helpline (888-402-3550) and resources [webpage](#) have been set up to guide providers through accessing the resources they need to mitigate the disruption effectively.

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We appreciate your cooperation and commitment to navigating these challenges together. Should you have any questions or concerns please direct them to [BILHPN Network Relations](#). BILHPN will also continue to provide updates through [BILHPN.org](#) as we learn more.

**Beth Roberts**

President

Beth Israel Lahey Health Performance Network

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