Change Healthcare Cybersecurity Incident
Frequently Asked Questions

Q: Why did I have issues submitting claims to Community Health Options?
A: Change Healthcare, the company Community Health Options uses to receive claims, disconnected its systems following a recent cybersecurity attack. As a result, along with many other insurers across the country, we were temporarily unable to accept provider claims. Shortly following the news of the attack, we began partnering with a new clearinghouse, Availity, to restore our ability to receive claims. We are pleased to announce that Community Health Options' new claims clearinghouse, Availity, is fully operational, and we are receiving claims from all providers. Please immediately notify your clearinghouse that Availity will now host Community Health Options' payer ID so we can receive your claims.

Q: When can I get my claims paid?
A: We know that timely insurance payments are vital to your business, which is why we pride ourselves on processing most claims in less than a week. We are pleased to announce that Community Health Options' new claims clearinghouse, Availity, is fully operational, and we are receiving claims from all providers. Please immediately notify your clearinghouse that Availity will now host Community Health Options' payer ID so we can receive your claims. If your billing systems have been impacted by this cyberattack and you are unable to submit an electronic claim, please view our [Paper Claims Submission Policy here.](#)

Q: What about our patients' information?
A: We are working with Change Healthcare to understand any impact to our Members and clients and will share updates as appropriate. We continue to closely monitor the situation. Please sign up for email updates by [clicking here](#).

Q: Who else has been affected?
A: Change Healthcare, which a division of UnitedHealthcare and part of Optum, has said it is one of the largest claims clearinghouses in the country, handling more than 15 billion healthcare transactions each year, touching a third of all patient records in the United States.

As of March 28, 2024