



## An update from Humana regarding the Change Healthcare cyber security incident (April 16, 2024)

Humana would like to make you aware of a situation that may impact your ability to submit claims on your Humana-insured patients if you utilize Change Healthcare as your electronic clearinghouse. While this incident didn't originate at Humana, the fact is that the inter-connectivity of our healthcare system partners and our shared commitment to providing uninterrupted access to care requires that we work together as an industry to overcome disruptions and find solutions. We are here to help.

### **What happened?**

On Feb. 21, 2024, Humana was notified by Change Healthcare that they had encountered a cyber security incident, resulting in system outages at their company and widespread disruptions for many in the healthcare industry that utilize Change Healthcare's various electronic clearinghouse capabilities.

Upon notification, Humana quickly assessed the potential risks to our business and customers, then activated strategic business continuity plans. We are taking the steps necessary to protect our data and systems while stabilizing our operations and minimizing disruptions for our members, patients and providers. At this time, there is no indication that our systems have been compromised, and all Humana systems remain disconnected from Change Healthcare as we continue to assess the situation.

### **What does this mean to you?**

Due to this breach, the connection between Humana and Change Healthcare is not currently in service. To prevent any delay in your Humana claims, you may need to implement alternate methods for claims submissions.

### **What do I need to do next?**

**For Medical Providers:** Availity has provided guidance for providers to connect with them directly for various uses. Please access [Availity Lifeline: Self-Service Resources for Providers, Health Plans, and Trading Partners](#) for the following information:

- Guidance for registering on Availity Essentials™.
- Guidance on performing key transactions through Availity as an established registered user
- Training demos on sending and receiving transactions

Please note: Access to demos requires users to register for Availity, log in and enable pop-ups.

**For Dental Providers:** Humana has a relationship with the Availity Essentials and Dental Xchange clearinghouses. Either can be used instead of Change Healthcare. Please [click here](#) for further details.



**The following FAQs address some common questions. If you have other questions, please call the provider customer care line. Medical Providers: call 800-457-4708 or Dental Providers call: 800-833-2223 from 8 a.m. to 8 p.m. Monday through Friday, Eastern time.**

**Q:** Is Humana suspending authorizations?

**A:** Humana is not suspending authorizations but continues to closely monitor this area to address specific technological barriers providers may encounter.

**Q:** Is Humana waiving timely filing requirements?

**A:** Humana is not waiving timely filed claims requirements but has engaged in a broad outreach program to our provider partners. For those who have exhibited a reduction in their typical claims submission patterns, we have proactively informed them that we are waiving timely filing requirements for the Feb. 20, 2023, to May 31, 2024 period.

**Q:** Is Humana accepting paper and/or faxed claims?

**A:** **Medical Providers:** Submit paper claims to Humana at the address on the back of the member's ID card. Providers can also fax claims to **888-556-2128**.

**Dental Providers:** If Availity and Dental Xchange are not suitable options for you, Humana will accept paper claims at the following address:

Humana Dental Claims: P.O. Box 14611, Lexington, KY 40512-4611

**Q:** Is Humana suspending eligibility verification processes until system functionality at Change Healthcare is fully restored?

**A:** Humana continues to verify eligibility. Providers can contact Humana or submit eligibility directly through Availity Essentials.

**Q:** Is Humana temporarily refraining from issuing utilization management denials during this period?

**A:** Humana is not refraining from issuing utilization management denials but continues to closely monitor this area to address specific technological barriers providers may encounter.

**Q:** Is Humana advancing payments and/or providing interim payments?

**A:** Humana has not implemented a formal provider advance program but will consider provider requests on a case-by-case basis.

**Q:** Does this incident impact payments from Humana to providers?

**A:** Humana does not anticipate any impact on payments. Providers are encouraged to work directly with Availity or Dental Xchange for further assistance as needed.