



## An important message from Humana regarding the Change Healthcare cyber security incident: ADMINISTRATIVE UPDATE (February 28<sup>th</sup>, 2024)

**Dear provider,**

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. Humana is taking the steps necessary to protect our members' personal information while minimizing any disruptions they may encounter when accessing healthcare services.

### **What happened?**

On Feb. 21, 2024, Humana was notified that Change Healthcare (an electronic clearinghouse) encountered a security breach, which has resulted in a widespread system outage.

### **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?**

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 Essentials as an established registered user
- Training demos on sending and receiving transactions

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



**The following FAQs address some common questions. If you have other questions, please email your Humana market partner or call 800-457-4708 from 8 a.m. to 8 p.m. Monday through Friday, Eastern time.**

**Q:** Is Humana suspending authorizations?

**A:** Humana is not waiving authorizations at this time.

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

**A:** Humana is not waiving timely filed claims requirements at this time.

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

**A:** Providers can 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.

**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 at this time.

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

**A:** Humana is not advancing payments nor providing interim payments at this time.

**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 for further assistance as needed.