

# Special Bulletin

For professional and facility providers

March 12, 2024

## Assistance for Highmark Participating Providers Impacted by Change Healthcare Cyber Event

Highmark continues to support providers affected by the recent Change Healthcare cyber event. We understand that the cyber event is impacting the ability for some providers to submit claims.

We have launched an assistance program to provide funding advances for eligible participating providers who use Change Healthcare or one of its impacted companies and are experiencing cash flow concerns due to an inability to submit claims. Eligibility for assistance and amount of assistance will be determined based on a variety of factors including inability to use an [alternate method to submit claims](#) and current financial need.

Providers can submit a form for consideration. That form can be found in Highmark's Payer Spaces in [Availity](#). If you do not have Availity access, you may register for Availity access or call [Provider Service](#) to be sent the form.

If you are approved for a funding advance, an agreement with terms will be sent to you for signature. The funding advance will be subject to the terms outlined in that agreement including repayment obligations.

The assistance program will be limited in duration and only continue until claims volumes reach acceptable levels.

Providers who use clearinghouses other than Change Healthcare or one of its impacted companies are not eligible for the assistance program.

### Not Registered for Availity?

Highmark is transitioning to Availity Essentials as its provider portal. If you have not already registered for the Availity portal, start [here](#).

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Availity is an independent company that contracts with Highmark to offer provider portal services.

