



# Important Provider Notice

March 7, 2024

## Change Healthcare CLAIMS/REMITTANCE UPDATE

Highmark Health Options is working to address impacts from the recent Change Healthcare cyber security incident. Change Healthcare, an outside vendor, supports health care providers and vendors with electronic submissions to payers such as the filling of prescriptions and healthcare claims.

**This notice includes important updates on claims submissions and electronic remittance.**

### **Submitting Claims:**

Providers can once again submit electronic claims to Highmark Health Options.

Highmark Health Options has changed to the Availity clearinghouse used for electronic claims submission. Providers can use any clearinghouse to submit claims except Change Healthcare. Due to the continued impacts of Change Healthcare's cybersecurity incident, Highmark Health Options will not receive any claims submitted through Change Healthcare and they will not be processed for payment.

To minimize disruption and expedite payments, we strongly encourage providers who use Change Healthcare as their clearinghouse to submit claims to an alternative solution (i.e. Availity) while Change Healthcare addresses their cybersecurity incident.

Highmark Health Options providers can also submit electronic claims through NaviNet®.

The Highmark Health Options payer ID – 47181 – has not changed.

Highmark Health Options providers can continue to submit paper claims.

The organization continues to assess the impact of the Change Healthcare cybersecurity incident on providers' claims. To the extent issues have been or are identified, we will implement mitigation activities and communicate further updates as new information becomes available.

### **Electronic Remittances:**

We are promptly identifying a solution to the current electronic remittance issue. Details will be provided in future communications.

Highmark Health Options providers can continue to utilize NaviNet to verify member eligibility and benefits, and to request prior authorization through our Guiding Care Authorization Tool.

**Writing/Filling Prescriptions:**

Guidance from Highmark Health Options' previous notice remains unchanged.

Highmark Health Options continues to investigate this incident and will communicate further updates as new information becomes available.

**Disclosure**

Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans.