To: **AmeriHealth Caritas DC Providers**

Date: **March 4, 2024**

Subject: **Change Healthcare System Interruption - Update**

Dear Provider:

Change Healthcare, our electronic data interchange (EDI) clearinghouse for claims and payment cycle management, continues to address their network interruption related to a security incident. Below are updates for our systems and processes:

1. Claims payments: We have resumed payments for claims submitted prior to the incident. Since Change Healthcare is still unable to accept claims submissions, providers who submitted claims during the outage may be able to resubmit them either through additional solutions once they are available or once Change Healthcare's connectivity is restored, through Change Healthcare. We appreciate the inconvenience this is causing providers and are exploring other options for the submission of claims.
2. Electronic remittance advice: Electronic remittance are available at this time. However, some individual remittance advices may not be available due to Change Healthcare's security incident.
3. Prior authorization submission and processing: The prior authorization systems continue to operate normally.
4. Eligibility verification, claim status inquiry, and authorization inquiry: These capabilities continue to be available via NaviNet. If you do not have access to NaviNet provider portal, please visit https://register.navinet.net/ to sign up.
5. Electronic claims submission: Our claims submission process relies on Change Healthcare transmitting the claim to AmeriHealth Caritas DC. We are working on an alternate claims submission solution and will notify providers when the alternate solution is available.

Please note, in the interim, our Provider Services Department will not be able to assist with processing of your payments any sooner. If you have other questions, you may contact Provider Services at 1-888-922-0007.

Sincerely,
AmeriHealth Caritas District of Columbia