



March 8, 2024

PROVIDER ALERT: CHANGE HEALTHCARE CYBER ATTACK

On or about February 21st, Change Healthcare (CHC) reported that they were experiencing enterprise-wide connectivity issues. CHC began the process of actively isolating and troubleshooting the issue. It was identified as a cyber security issue and CHC took immediate action to disconnect their systems to prevent further impact. It was subsequently learned that this cyber security issue was perpetrated by a cybercrime threat actor known as ALPHV/Blackcat.

As a result, CHC customers and partners were unable to:

1. Check Enrollee/Member eligibility and/or benefits (270/271 transactions).
2. Submit EDI claims (837 transaction).
3. Receive electronic remittance advices (835 transaction).
4. Receive payment for adjudicated claims.

Please note that the impact may not have been limited to just the above services, based on your relationship with CHC. As of the date of this notification, CHC has not resumed normal activities.

MedStar Family Choice Maryland Actions to Address Issue:

Effective March 11, 2024, MFC-MD is implementing the following actions:

1. **Verify Enrollee Eligibility** - Providers can contact our Provider Customer Service Department at 800-261-3371 to obtain Enrollee eligibility information. This information can also be obtained via our website provider portal and/or the Maryland Department of Health's Electronic Verification System (EVS) by calling 1-866-710-1447.
2. **Submission of EDI claims (837 Transactions) and Paper Claims** – Providers can submit both 837 transactions and paper claims to Smart Data Solutions (SDS). SDS is a nationally recognized clearinghouse that has existing relationships with many of the known intermediaries/clearinghouses. SDS is ready to receive your claims. Included with this alert is a flyer containing information concerning SDS and how to access their services. If you currently have a relationship with another clearinghouse, you can direct them to submit your MedStar MD 837 transactions to SDS. Our payer ID remains the same **RP063**. If you currently submit your 837 transactions directly to CHC, you will need to contact SDS and arrange for them to submit them to us on your behalf.

If you wish to submit paper claims, you must submit them to:

MedStar Family Choice MD Claims Processing Center
P.O. Box 211702
Eagan, MN 55121



MedStar Family Choice

3. **Electronic Remittance Advices (835 transactions) and Claim Payments** – CHC is currently our one and only source for the generation of 835 transactions and payment of claims via EFT or paper check. We continue to work with our vendor UST and CHC to identify an alternative option(s) to address these two remaining outstanding issues. We expect to have a viable solution within the next week.

For questions concerning this Provider Alert, please contact the MFC-MD Provider Customer Service Department, Monday through Friday, 8 a.m. to 5:30 p.m.

Phone: **800-261-3371**

Email: MFC-ProviderRelations2@medstar.net

Provider Portal

Easy-to-use portal interface for submitting claims

PORTAL FUNCTIONALITY

Smart Data Solutions' extensive reporting and easy-to-use portal interface provides automated, real-time tracking and control of all forms. You can locate a claim in your process and view the claim at any time. This system includes detailed error reporting to detect fraudulent, excessive or repetitive claims. In addition, Smart Data Solutions provides dedicated developer support with an unparalleled level of service 24/7. This fully integrated system can be configured to meet your organizations' needs.

Our Provider Portal allows providers to submit claims through automated file feeds, direct data entry, and/or drag and drop file uploads. The account will give providers an easy way to monitor and reconcile all claim submissions, as well as promote full transparency between the health plan and the provider.

Smart Data Solutions works on behalf of the payer and offers transaction processes at **low to no cost** to the provider.



Portal Functionality

Claim Submission

- Direct Data Entry
- Upload 837 File

Real-Time Eligibility and Claim Status Requests

- CAQH CORE Certified
- Easy to Use Interface

ERA Routing

- View on the Portal
- Download .X12/835 File

Claim Transactions

Multiple Form Types

- Accommodate for various types of providers

Multiple Acknowledgment Levels

- Unsolicited 999s and 277s
- Status updates show where a claim is in the routing process

Reject Queue

- Payer reject note clearly posted
- Correct claims within portal and resubmit a clean copy

How to Set Up Your Login:

Smart Data Solutions can easily set up the provider portal within a matter of minutes. Email us at stream.support@sdata.us with the information below.

Information Needed:

First Name: Last Name:

Email: Phone:

Organization Name:

Organization NPI:

Organization Tax ID:

What payer(s) would you like to submit claims to?

Smart Data Solutions' Support Features:

- 4000+ payer connections
- Eliminates multiple submission locations
- Full transparency
- Same business day replies
- Knowledgeable support reps
- Robust ticketing system for quick resolution
- Payer/Provider Issue Resolution Support