



Alaska Medicaid Provider Message

Change Healthcare Cyber Security Issue - UPDATE March 14, 2024

We wanted to update you on the status of UnitedHealth's work to rebuild functionality to the health care transactional system operated by Change Healthcare, following the unprecedented cyberattack on the U.S. health care system:

- **Pharmacy services:** Electronic prescribing is now fully functional with claim submission and payment transmission also available as of Thursday, March 7th, 2024. UnitedHealth has taken action to make sure patients can access their medicines in the meantime, including Optum Rx pharmacies sending members their medications based on the date needed. Also, note that UnitedHealth is reimbursing all appropriate pharmacy claims filled during the down time with the good faith understanding that a medication would be covered.
- **Payment platform:** Electronic payment functionality will be available for connection beginning on Friday, March 15th, 2024.
- **Medical claims:** We expect to begin testing and re-establish connectivity to our claims network and software on Monday, March 18th, 2024, restoring service through that week.

The above timeframes are based on UnitedHealth's current rate of progress in mitigating this malicious attack, and restoration timeline updates are regularly posted online at [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#)

On February, 21, 2024, Change Healthcare was made aware of an outside threat gaining access to the Change Healthcare environments. Once this threat was identified and at the interest of protecting our partners and patients, immediate action was taken to disconnect Change Healthcare's systems to prevent further impact. This action was taken so that our partners and patients do not need to.

We have a high-level of confidence that Optum, UnitedHealthcare and UnitedHealth Group systems have not been affected by this issue.

We are working on a multi-approach plan to restore the impacted Change Healthcare environments and will not take any shortcuts or take any additional risks as we bring our systems back online. We will

continue to be proactive and aggressive in our response to any suspected issue with the system, we will immediately take action and disconnect.

Recognizing that some Alaska Medicaid providers have communicated concern over impact to their Change Healthcare supported clearinghouse operations, as an optional alternative for submitting claims, [Provider Express](#) is available to providers who have been impacted.

For provider organizations impacted by this issue, Optum Financial Services has set up a Temporary Funding Assistance Program, please visit [Optum Financial Services Temporary Funding Assistance](#) for more information and to enroll. An Optum Pay account is required to enroll.

For your awareness, general information, and FAQs about this event can be found here, [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#). We will provide updates as more information becomes available.

Questions? Please contact Provider Relations at akmedicaid@optum.com