



Provider Alert: Change Healthcare Cybersecurity Incident and Its Impact to WellCare of North Carolina

On February 21, 2024, Change Healthcare, a software and data analytics subsidiary of UnitedHealth Group's Optum unit, experienced a cybersecurity incident that has impacted its network and operations. The cybersecurity incident has created a service disruption impacting WellCare of North Carolina members and provider network in several ways.

As of now, Change Healthcare has not provided a timeline for resolution. To protect our members and providers, WellCare of North Carolina fully disconnected system access to and from Change Healthcare on February 21, 2024. We are working on multiple solutions to restore provider functionality and ensure continuity of care for our members. We will continue to provide updates as this situation evolves.

Electronic Claim Submission

The ability to electronically submit claims to WellCare of North Carolina through Change Healthcare is currently down. Providers can easily submit electronic claims to WellCare of North Carolina via many alternative methods including other claims clearinghouses, our secure provider portal, fax or mail. Our preferred clearinghouse for electronic claims submission is [Availity](#). To enroll, please visit www.availity.com/Essentials-Portal-Registration and/or call Availity Client Services at 1-800-AVAILITY (1-800-282-4548). For step-by-step instructions for Availity, please visit the resource page on our parent company Centene's website at www.centene.com/change-healthcare. Additional information on claims submission can be found in our Provider Manual located on our website at <https://www.wellcarenc.com/providers/medicaid.html>.

Due to the challenges, you are experiencing, we are waiving timely filing for 60 days for claims submitted on or after Feb 21, 2024 that would have reached their timely filing deadline. It is our goal to lessen the administrative burden this has caused you.

In addition to CMS's Change Healthcare/Optum Payment Disruption (CHOPD) accelerated payments to Part A providers and advance payments to Part B suppliers experiencing claims disruptions as a result of the Incident, details of which can be found [\[here\]](#). WellCare of North Carolina does have an approved hardship payment processes available to you. You can access the policy on our provider website at <https://www.wellcarenc.com/providers/medicaid.html>.

Change Healthcare performed data abstraction for our HEDIS Medical Record Review. If you have provided medical records to Change Healthcare from the time period of February 19, 2023 to present, you may be asked to provide these medical records again. We anticipate that volume to be very low, if any.

We understand that pharmacies may have had challenges filing claims if they were utilizing Change Healthcare as their "switch." If any pharmacies dispensed up to a 30-day supply of medication in good faith to a member and are now unable to file a claim due to prior authorization or other edits, the pharmacist should contact the WellCare of North Carolina Pharmacy Call Center and request an override to allow the claim to pay.

Last updated: Mar. 12, 2024 at 4:30 pm EST



Thank you for your patience and partnership as we navigate this situation. We apologize for any inconvenience in this matter. If you have any questions, please contact your Provider Engagement representative or our Provider Services team at ncproviderrelations@wellcare.com, or visit www.centene.com/change-healthcare.

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