



## Alternative solutions for providers impacted by Change Healthcare disruption

On Feb. 21, 2024, Change Healthcare experienced a cybersecurity issue. Once UnitedHealthcare became aware of the outside threat, and in the interest of protecting our partners and patients, immediate action was taken to disconnect Change Healthcare's systems to prevent further impact. UnitedHealth Group is making substantial progress in restoring service and providing health care professionals workarounds for claims submissions and payments.

### What you can do

Providers submitting claims to UnitedHealthcare should follow the procedures below. Providers billing directly to [North Carolina Medicaid](#) using NC Tracks should read the bulletin from [North Carolina Department of Health and Human Services](#) regarding different options available for support.

### Waiving timely claims

For all claims submitted on or after **Feb. 21, 2024**, UnitedHealthcare will waive timely filing for **60 calendar days**. During that time, North Carolina Medicaid will monitor the situation and provide guidance on potentially extending the timely filing waiver.

### Prescription prior authorization and payments

Pharmacies that provided 30-day supplies or less of medicines to members of standard plans on a good-faith basis can receive payments without risk of denial due to prior authorization or point of sale requirements.

### Electronic claim submissions

The [Intelligent Electronic Data Interchange \(iEDI\) solution](#) created by Optum enables providers to submit claims easily and securely. iEDI is separate from Change Healthcare and was not impacted by the cyberattack.

### Hardship funding advances for providers

Optum launched a [Temporary Funding Assistance Program](#) on **March 1** to help bridge the gap in short-term cash flow needs for eligible medical, dental and vision providers. There are no fees, interest or other costs associated with the advances and providers will have 30 days to return the funds after the claims process is fully resumed.

This program is available to providers for payments received from payers that use Change Healthcare. Eligible providers under this program include:

- UnitedHealthcare medical, dental and vision providers
- Providers who receive payments from payers that are processed by Change Healthcare
- Providers who have exhausted all available connection options or may be in the process of implementing technical workaround solutions and who work with a payer who has opted not to advance funds to providers during the period when Change Healthcare systems remain down

To register for the short-term weekly advances and receive funding and repayments instructions, please take the following steps:

- Go to the [Temporary Funding Assistance Program](#) on Optum.com
- Sign in to your Optum Pay® account or submit a request through the [temporary funding inquiry form](#)

Note: Registering for the program does not guarantee eligibility.

### Resources

For more information on the North Carolina hardship policy and to submit an inquiry, go to [Provider Hardship Payment Policy – UnitedHealthcare Community Plan of North Carolina](#).