Change Healthcare Cybersecurity Incident
Updated: 3.27.24

To our valued Providers:

Change Healthcare is a technology company that is part of Optum and owned by UnitedHealth Group. Change Healthcare experienced a cybersecurity incident, which they identified Wednesday, Feb. 21. As a result, Change Healthcare disconnected its systems, which has led to some network disruptions including, but not limited to the ability to issue claims payments, generate remittance advice, pharmacy scripts, and more.

UnitedHealth Group has now confirmed this incident was the result of a was a security breach.

- We do not know at this time what patient information has been or will be accessed as a result of this incident. Please note the following:
- The incident is affecting pharmacies, hospitals, insurers, and clinics across the U.S.
- Large retail pharmacies are currently not impacted (CVS, Walmart, Rite Aid, Costco, Walgreens, Express Scripts, Alberton's/Vons/Sav-On/Pavilions, etc.). Our members may ask providers to send their prescriptions to one of these non-impacted pharmacies.
- We remain in close contact with Change Healthcare as they work through the disruption to keep our providers and our members informed. -
- We hope to resume normal business operations as soon as possible. Update: As of this week, claims payment operations have resumed
- **If you already have a claim on file with SCAN you do NOT need to resubmit it. Remittance advices and payments will be issued for those claims once Change Healthcare has restored their systems**.

Patient Care
- Please contact SCAN immediately at UMCCMDEPARTMENT@scanhealthplan.com, if any patients are experiencing cyber incident authorization issues

Alternative Payment Option
- To help with short-term cash flow needs, Optum Financial Services has established a temporary funding assistance program for providers. Click here to determine eligibility and to learn more about the program details: www.optum.com/temporaryfunding

Our FAQ's can provide you with more information.

FAQs:

Q: I read that Optum experienced a cyber security incident, is that true?

A: Yes. Optum Solutions is a large organization that includes medical groups and other divisions. One of their divisions is Change Healthcare. Change Healthcare experienced a cybersecurity incident that was reported on Feb 21. Optum Solutions has indicated publicly that

this incident this incident only impacted Change Healthcare's systems. You may obtain additional information about this incident on Change Healthcare or Optum Solutions' website.

Q: How do I know if any of my or my patient's personal information has been exposed?

A: We don't currently know what information has been impacted by this incident. If we find that there has been a breach of personal information, you will be notified by Change Healthcare. This notification will tell you what information was exposed and offer identity protection resources.

Q: What is SCAN doing in response to this incident?

A: We are in ongoing contact with Change Healthcare and closely monitoring the situation for updates. We are providing extra support to our providers and members during this interruption to ensure continuity of care and business support.

Q: How can you submit a claim outside Change Healthcare?

Providers can submit a paper claim to:

SCAN – Claims P.O. Box 22698 Long Beach, CA 90801

Providers may also use an alternative clearing house:

Office Ally

Website: www.officeally.com

Customer service: 360-975-7000, option 1

Payor Number: SCAN1

Q: How can I contact SCAN with questions or concerns?

Please email us at: providerquestions@scanhealthplan.com