

# Special Bulletin

For professional and facility providers

Updated March 11, 2024

## Update: Change Healthcare Cyber Event

Highmark is working to address impacts from the recent Change Healthcare cyber security incident. Change Healthcare, an outside vendor, supports healthcare providers and vendors with electronic submissions to payers such as the filling of prescriptions and healthcare claims.

**Providers who use clearinghouses other than Change Healthcare or one of its impacted companies do not need to make any changes to their current process.**

Information below covers the following topics. Click the link to be taken directly to that topic.

- [Provider Portals \(Submitting Claims, Prior Authorization, Eligibility & Benefits Validations\)](#)
- [Batch and Real-Time Claims Submission \(Commercial and Medicare Advantage\)](#)
- [Medicaid Claim Submission \(Highmark Wholecare and Highmark Health Options\)](#)
- [Prescriptions](#)
- [Risk Manager \(New York Providers Only\)](#)

### Provider Portals

The cyber event has not directly affected our provider portals. Providers should use [Availity](#) to submit all transactions (not facilitated by a clearinghouse) as access to NaviNet will be shut down soon for Highmark Commercial and Medicare Advantage plans.

[Availity](#) is a multi-payer portal that allows you to complete the following, all in one place:

- Eligibility and Benefits Validation
- Claim Submission
- Prior Authorization Submission and Inquiry – including Out of Area Members
- Provider Directory Updates
- EFT Payment/ERA Review
- Provider Resource Center Access

If you haven't registered for the Availity portal, start [here](#).

### Batch and Real-Time Claims Submission

Providers can use any clearinghouse to submit claims to Highmark except Change Healthcare. **Providers who use clearinghouses other than Change Healthcare or one of its impacted companies do not need to make any changes to their current process.**

Providers who use Change Healthcare or one of its impacted companies may use one of the options in the chart below to submit claims electronically to Highmark.

Electronic claim submission is preferred as submission of paper claims may slow processing and payment.

Solution	Submission Type	Region/Claim Type	To Initiate a Connection
Connectivity Through Alternate Clearinghouse  *That has an established connection with ASK-EDI, Availity, or Highmark EDI.	Dependent on Clearinghouse Capabilities	DE, NY, PA, WV Commercial and Medicare Advantage	<ul style="list-style-type: none"> <li>Reach out to the target clearinghouse to receive guidance on the registration process.</li> </ul>
ASK-EDI	Batch 837 Claim Submission	NY Commercial and Medicare Advantage	<ul style="list-style-type: none"> <li><a href="#">ASK-EDI</a></li> </ul>
Availity Essentials	Real-Time Claim Submission (Claims & Encounters)	DE, NY, PA, WV Commercial and Medicare Advantage	<ul style="list-style-type: none"> <li><a href="#">Sign Into Availity</a></li> </ul>
	Batch 837 Claim Submission (Send and Receive EDI Files)	DE, PA, WV Commercial and Medicare Advantage <ul style="list-style-type: none"> <li>Not available for SEPA</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Sign Into Availity</a></li> </ul>
Availity EDI	Batch and Real-Time 837 Claim Submission	DE, PA, WV Commercial and Medicare Advantage <ul style="list-style-type: none"> <li>Not Available for SEPA</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Availity Lifeline*</a></li> </ul>
Highmark Electronic Data Interchange (EDI)  *This is not a clearinghouse. You must have a clearinghouse established to submit claims directly to Highmark.	Batch and Real-Time 837 Claim Submission	DE, PA, WV Commercial and Medicare Advantage	<p>If you are serving as your own clearinghouse or using a third-party clearinghouse, you can reach directly:</p> <ul style="list-style-type: none"> <li><a href="#">Delaware Providers</a></li> <li><a href="#">Pennsylvania Providers</a></li> <li><a href="#">West Virginia Providers</a></li> </ul>

*\*Availity Lifeline is a digital continuity and connectivity option offered by Availity for healthcare organizations impacted by Change Healthcare's cybersecurity event. (Source: [Availity Lifeline](#))*

**For providers in Delaware, Pennsylvania, and West Virginia who use Change Healthcare:** Please review the chart above for available options through Availity or another clearinghouse for Commercial and Medicare Advantage claims.

**For providers in New York who use Change Healthcare:** You are encouraged to connect directly with Availity regarding their clearinghouse for Commercial and Medicare Advantage batch claims.

## Medicaid Claim Submission

**Highmark Wholecare (PA):** For providers submitting Medicaid claims to Highmark Wholecare, please refer to the latest communication on the [Highmark Wholecare Provider Resource Center](#).

**Highmark Health Options (DE):** For providers submitting Medicaid claims to Highmark Delaware Health Options, please refer to the latest communication [HERE](#).

## Prescriptions

The Change Healthcare cyber security incident is preventing some pharmacies from processing prescriptions to insurance companies to receive payment.

Until the issue is resolved, providers may issue written prescriptions instead of electronic ones. Because not all prescriptions and pharmacies will be affected, Highmark members should try to fill their prescriptions as they normally would.

Highmark members who are having difficulty filling a prescription can either transfer their prescription to a new pharmacy or their prescriber can send a new prescription in to another pharmacy.

## Risk Manager (New York Providers Only)

Access to the Risk Manager analytics platform – which leverages Change Healthcare technology - has been disabled until further notice.

Highmark is still investigating this issue and will communicate further updates as new information becomes available.

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Availity is an independent company that contracts with Highmark to offer provider portal services.

NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

