

# PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

## Change Healthcare Incident

**Plans Affected:** Advantage MD, Employer Health Programs (EHP), Priority Partners, US Family Health Plan (USFHP)

Due to an issue impacting Optum/Change Healthcare and its network, Johns Hopkins Health Plans has removed connectivity with Change Healthcare out of precaution until their situation can be investigated and resolved. As a result, you may experience issues with submitting electronic claims and delays in receiving payment from Johns Hopkins Health Plans beginning on or after Feb. 22, 2024.

Electronic submission of claims:

- Providers using Change Healthcare as their EDI trading partner/clearing house are impacted by the Optum/Change Healthcare outage.
- Providers using other clearing houses/trading partners should be able to submit as usual.
- It is recommended to use a clearing house other than Change Healthcare for submission of claims until the issue is resolved.

Electronic claims payment and remittance service:

- Johns Hopkins Health Plans works with Optum/Change Healthcare for electronic payment and remittance services for USFHP and Advantage MD; therefore, USFHP and Advantage MD claims payment and remittance services are impacted until the issue is resolved.
- Electronic Priority Partners and EHP claims payments and remittances can be processed as long as a provider uses a clearing house other than Change Healthcare for claims submission and remit services.

The following standard business processes are not impacted by this incident:

- Enrollment/benefits and eligibility services
- Pharmacy services
- Submission of prior authorization requests to Johns Hopkins Health Plans

For additional detail and further updates as they are received, please reference the [FAQs on the Johns Hopkins Health Plans provider website](#).

**Electronic claims submission and payment receipts status matrix**

<b>Line of Business</b>	<b>Claim submission is through CHC</b>	<b>Claim submission is NOT through CHC</b>	<b>Payment/835 remits are through CHC</b>	<b>Payment/835 remits are NOT through CHC</b>
Advantage MD	Impacted	Not Impacted	Impacted	Impacted
EHP	Impacted	Not Impacted	Impacted	Not Impacted
Priority Partners	Impacted	Not Impacted	Impacted	Not Impacted
USFHP	Impacted	Not Impacted	Impacted	Impacted