



Provider communication

General information and system updates

February 22, 2024

Change Healthcare Outage

Applicable to: Mercy Care Complete Care, Mercy Care ACC-RBHA, Mercy Care Long Term Care, Mercy Care DD, Mercy Care DCS CHP, and Mercy Care Advantage

Mercy Care has been made aware that our vendor, Change Healthcare, is experiencing a network interruption that is impacting certain aspects of our business operations, as well as the operations of other companies nationally. There is no indication that Mercy Care systems have been compromised. However, the issue is impacting Change Healthcare's ability to complete electronic data interchange (EDI) transactions between Mercy Care and health care providers.

Impacted EDI transactions known at this time include:

- Claim file receipt (837)
- Claim Acknowledgement (277CA)
- Real Time Eligibility status (270/271)
- Claims status (276/277)
- Electronic Remittance Advice (835)
- Provider Enrollment System (impacts EFT/ERA enrollment)
- Claim Attachments (275)

Additionally, Change Healthcare is currently unable to process provider payment transactions to distribute funds to providers for processed claims, which may impact the timely delivery of payment to providers until service is restored. We are implementing business continuity plans to help mitigate this disruption. However, providers may experience a delay or inability to submit the transactions noted above during the outage. To facilitate ongoing member access to services, you can call the CICR Department by calling 602-263-3000 or 800-624-3879 for a manual eligibility check, in lieu of the real-time eligibility status check.

We currently do not have an estimated time for resolution. However, we are in contact with Change Healthcare and will continue to update you with additional information as it becomes

available to us. If you have any additional questions, please contact your provider relations liaison. (Don't know the name of your provider relations liaison? Visit our website to find out.)

Thank you for your service to our members.

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