AmeriHealth Caritas
Louisiana

To:	**AmeriHealth Caritas Louisiana Providers**
Date:	**February 26, 2024**
Subject:	**Change Healthcare System Interruption**

Summary: Change Healthcare System Interruption

Change Healthcare, our electronic data interchange (EDI) clearinghouse for claims and payment cycle management, informed us of a network interruption related to a security incident. Change Healthcare took immediate action to disconnect their systems to mitigate further impact. At this time, there is no indication that our member data or systems have been impacted.

In an abundance of caution, we have disabled connectivity between our systems and Change Healthcare's impacted systems, to include any related companies. This interruption has had downstream impacts to our plan and the provider community, including:

- Our ability to:
    - Receive electronic claim transactions
    - Remit claim payments and remittance advice, both electronic and paper
- Providers' ability to:
    - Submit claims directly to Change Healthcare via NaviNet ConnectCenter, EDI vendors, or practice management systems
    - Access and view electronic remittance advice in NaviNet

We understand this could present a hardship for our provider community and appreciate your patience. Once electronic claims submission functionality resumes, we will process all claims received as quickly as possible.

Eligibility verification, claim status inquiry, and authorization inquiry via NaviNet are still available. If you do not currently have access to NaviNet provider portal, please visit https://register.navinet.net/ to sign up.

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments any sooner.

We thank you for your partnership and will keep you informed as we learn more.

Questions: If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your Provider Network Management Account Executive.

Missed an alert? You can find a complete list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.