

Change Healthcare Cyber Response: Resources for Providers, Pharmacies, Payers, Government Partners and Patients

As you are likely aware, Change Healthcare – an organization that works across the health system – has experienced a cybersecurity issue.

The following content is intended to assist in communications with providers, members, partners and/or stakeholders who may be interested in the latest updates and resources available to support providers, pharmacies and patients in responding to questions and concerns.

For the latest updates on timing for restoring Change Healthcare systems, please visit:

[Information on the Change Healthcare Cyber Response](#)

KEY LINKS & RESOURCES

The content below can be used in emails, blog posts, newsletters and/or other communications, as appropriate:

- **What Happened:** On February 21, 2024, UnitedHealth Group discovered a threat actor had gained access to one of its Change Healthcare environments. Once aware of the outside threat, in the interest of protecting its partners and patients, UnitedHealth Group took immediate action to disconnect Change Healthcare’s systems to prevent further impact.
- **Response:** Important steps have been taken to mitigate the impact this unprecedented cyberattack on the U.S. health system has had on consumers and those who provide and support care. Ensuring access to care and medications has been the priority, and UnitedHealth Group has worked to address critical challenges related to pharmacy, medical claims and payments. [Learn more.](#)
- **Resources:**
 - **Timing Updates:** For current updates on the timeline to restore Change Healthcare systems for pharmacy services, payments, and medical claims, please visit the [Change Healthcare Cyber Response Website](#).
 - **Temporary Provider Funding Assistance:** Need help bridging the gap in short-term cash flow needs? Find out if you’re eligible for financial support [here](#) or call 1-877-702-3253.
 - **Pharmacy Network:** Electronic prescribing is now functional with claim submission and payment transmission also available. We continue to work to address issues for a subset of pharmacies that are still offline, disruption for infusion pharmacies and challenges for some Medicaid fee-for-service customers. If you are experiencing any additional disruption to pharmacy services, please visit the [Change Healthcare Cyber Response Website](#) for updates.
 - **Submitting Claims/Payment:** For additional information on workarounds for submitting claims/payment, guidance on prior authorizations and more, visit [UnitedHealthcare’s Provider Portal](#).
 - **Secure Data Transfer:** Need help submitting claims or uploading and securely transferring larger files? [Learn more](#) about Optum iEDI secure data transfer.
 - **Status Dashboard:** Get regular [updates](#) about products and services, including uptime and support availability.
 - **Need Additional Help?** Contact Change Healthcare Client Services at: client_assistance@optum.com. For Accounts Payable inquiries, email: apinquirieslhc@optum.com.

SAMPLE SOCIAL POSTS

The below draft social media posts may be used to help share the [Change Healthcare Cyber Response Website](#), which is being updated regularly with the latest information on the status of the response and available resources for your members/constituents.

Twitter/X Posts:

- Impacted by the Change Healthcare cyber issue? Get the latest updates and learn about available resources to support you: <https://tinyurl.com/2xhn493x>
- Are you a provider who has been impacted by the Change Healthcare cyber issue? Learn about temporary funding assistance: <https://tinyurl.com/4zfryvj3>
- Have you been impacted by the Change Healthcare cyber issue? Get help submitting claims and securely transferring files. Learn more about iEDI access: <https://tinyurl.com/4c4t6s5k>

LinkedIn Posts:

- Are you a provider who has been impacted by the Change Healthcare cyber issue? Learn more about available support to help bridge the short-term cash flow gap with temporary funding assistance: <https://www.optum.com/en/business/providers/health-systems/payments-lending-solutions/optum-pay/temporary-funding-assistance.html>
- Are you a provider who has been impacted by the Change Healthcare cyber issue? There are workarounds available for submitting claims and securely transferring files. Learn more about iEDI access: <https://www.unitedhealthgroup.com/ns/changehealthcare/iedi.html>

Facebook Posts:

- Are you a provider who has been impacted by the Change Healthcare cyber issue? Learn more about available support to help bridge the short-term cash flow gap with temporary funding assistance: <https://www.optum.com/en/business/providers/health-systems/payments-lending-solutions/optum-pay/temporary-funding-assistance.html>
- Are you a provider who has been impacted by the Change Healthcare cyber issue? There are workarounds available for submitting claims and securely transferring files. Learn more about iEDI access: <https://www.unitedhealthgroup.com/ns/changehealthcare/iedi.html>

QUICK LINKS FOR ONGOING UPDATES

- [The Change Healthcare Cyber Response Website](#)
- [UnitedHealth Group Twitter/X](#)
- [UnitedHealth Group LinkedIn](#)
- [UnitedHealth Group Facebook](#)