
Change Healthcare Cyber Issue Impacting Claims

Neighborhood News – April 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) has been closely monitoring the cyber issue impacting Optum's Change Healthcare platform, which is used widely across our nation's healthcare system, including Neighborhood. Change Healthcare has stopped all file transfers in and out of its system while the company works to investigate and resolve their situation. Our Information Security team has confirmed there is no indication that Neighborhood's systems, including members' health information, have been compromised.

As a result of this incident, Change Healthcare is unable to receive claims from providers and submit them to Neighborhood.

Electronic Claim Submission Options

If your ability to submit claims has been affected by this incident, please consider other electronic claim submission options for billing Neighborhood including:

- [Inovalon](#)
- [Healthcare Revenue Cycle Solutions \(SSI\)](#)

UnitedHealth Group/Optum Resources

The following resources have been provided by UnitedHealth Group/Optum to assist providers navigating the Change Healthcare situation:

- [Change Healthcare cyber response](#) including frequently asked questions
- [Temporary Funding Assistance Program](#)
 - Providers can register and apply for funding

Note: Providers who do not use Change Healthcare as a clearinghouse are not impacted.