

## Change Healthcare Impact – March 6, 2024

On February 21, 2024, Change Healthcare reported a cybersecurity incident, disrupting ICW's ability to receive claims. **We are pleased to inform you that ICW has successfully partnered with Availity Clearinghouse to restore these services, effective today!**

**1. Will ICW's Payer ID change with the transition to Availity clearinghouse?**

No, we will continue to use Payer ID 91164. Additionally, this transition does not require any changes to the submission process for providers.

**2. Should claims submitted between February 21 - March 5 be resubmitted due to the clearinghouse downtime?**

No, please do not resubmit any claims that have already been submitted. Availity has successfully retrieved claims that were submitted during this period. Resubmitting claims would only increase the backlog requiring adjudication. To assist us in resuming normal operation, we ask that you adhere to this request.

**3. Will I still be paid on claims that I submitted prior to the incident?**

Yes, claims submitted and received prior to Wednesday 2/21/2024 have been processed and paid as normal.

**4. Do you have more information about what happened, or a potential timeline for operations to return to normal?**

Change Healthcare has provided additional detail about the cybersecurity attack on [their website](#).

If you have any further questions, please reach out to Veronica Vidaurri at [veronica.v@ic-wa.org](mailto:veronica.v@ic-wa.org) or Asia Wang at [asia.w@ic-wa.org](mailto:asia.w@ic-wa.org).