

Change Healthcare Cyberattack – Resources for Providers and HHS Guidance

Healthcare Law Alert

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On March 25, 2024, the Biden-Harris Administration (the “Administration”) [posted official guidance](#) to assist providers and facilities with contacting health insurance companies in each state. The Administration acknowledged the ongoing disruption caused by the cyberattack on Change Healthcare, particularly affecting provider billing and claims operations and heard the concerns from various healthcare providers about cash flow disruptions. To address these issues, the Administration is providing solutions such as allowing flexibility for state Medicaid programs to offer interim payments and making advance payments available through Medicare. They are urging UnitedHealth Group and private healthcare plans to follow suit. Additionally, they have asked health plans to provide specific national contact information for providers seeking information during this time. They encourage healthcare organizations to review and implement voluntary cybersecurity performance goals to strengthen preparedness and protect patient information. The Administration appreciates the resilience of healthcare providers and their commitment to patients during this challenging time and values feedback from providers to tailor their response effectively. Providers and facilities can use the [HHS guidance](#) to contact commercial and government payors for financial relief and claims processing.

For more information about Change Healthcare and other payor issues, please contact

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