

Providers Impacted by Change Healthcare Network Outage

MVP Health Care® (MVP) has been notified of a network interruption to Change Healthcare's services related to a cyber security issue. Out of an abundance of caution, we've taken action to protect our systems. As a result, MVP cannot currently accept claims, review claim status requests, or get real-time eligibility from Change Healthcare. While the situation is still being evaluated, we have taken every precaution to ensure our customers, Providers, and all partners' data is secure. To our knowledge, there is currently no impact to our customers' data.

MVP has identified your practice as impacted by this outage based on activity with your billing TIN and/or NPI previously received through Change Healthcare's Medical Network Clearinghouse.

MVP internal systems are unimpacted by Change Healthcare's network interruption, so Providers can still verify Member eligibility and determine the status of previously submitted claims through your MVP Provider Online Account or by IVR.

Claims received from Providers via Change Healthcare's Clearinghouse before February 21, 2024, are being processed. Payments will continue to be sent to Providers; however, 835 files and Electronic Remittance Advice (ERAs) will not be processed by Change Healthcare. Latest remittance information can be accessed from Payspan's provider portal.

MVP currently does not have an update from Change Healthcare regarding their planned resumption of services, including their Medical Network Clearinghouse. Providers seeking alternative options to submit claims and/or real-time transactions have the following options:

- MVP accepts electronic claims and real-time transactions from several vendor clearinghouses. Information on MVP's preferred clearinghouses are available at mvphealthcare.com/providers/reference-library/edi-information-guide
- Providers that can generate compliant ANSI X12 837 institutional, professional, or dental claim files are welcome to send direct 837 submissions to MVP, following setup of a Secure File Transfer Protocol (SFTP) account that allows for the data exchange between MVP and compliance testing of your 837 submissions. For more information on direct 837 submission to MVP, please contact MVP's EDI Services Department at **1-877-461-4911** or ediservices@mvphealthcare.com
- Providers may create and submit medical and behavioral health claims online by accessing TransShuttle. This website is hosted and powered by AXIOM and the services available therein are offered by AXIOM to providers on behalf of MVP. AXIOM may require that users agree to AXIOM's site requirements and certain terms of use before accessing AXIOM's services. Please note an NPI is required to setup an account. Further information on Online Claim Submissions is available at mvphealthcare.com/providers/reference-library/edi-information-guide

MVP also encourages Providers to receive remittances electronically, which helps to expedite payment. Learn more about how to receive remittance electronically at mvphealthcare.com/providers/education, then select *Claims and Electronic Remittance Advice*.

For other information or further assistance, please contact your MVP Professional Relations Representative.

To view all communications, visit mvphealthcare.com/FastFax

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.

