

Chorus Community Health Plans – Medicaid Change Healthcare Security Incident FAQ

Updated March 14th 2024

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Q1: How does Chorus Community Health Plans (CCHP) Medicaid plan interact with Change Healthcare?

We interact with Change Healthcare in varying capacities depending on the plan type's payer ID. For our Medicaid plan, Change Healthcare is the payment service vendor (e.g., provider remittance, Explanations of Payments [EOPs], electronic funds transfer [EFT], and paper checks). Additionally, there are providers who use Change Healthcare as a clearinghouse to exchange HIPAA transactions with us.

Q2: How does the Change Healthcare security incident affect Chorus Community Health Plans (CCHP)?

There is no indication at this time that our systems or data have been compromised as a result of the Change Healthcare security incident. However, Change Healthcare's system shutdown does affect our operations.

- Claim payments for CCHP's Medicaid plan under payer ID 39113 are generated through Change Healthcare. This means incoming claims for this payer ID can be processed, but the adjudicated claim files and provider payments through Change Healthcare aren't able to be released for CCHP Medicaid.

Q3. What is the timeline for resolution?

Change Healthcare has not communicated a resolution date but are providing [online updates](#). We're engaging with them for updates and to stay informed of any short-term processes and payment options they establish while they work to resolve the security incident. We're also actively evaluating internal and vendor solutions outside of Change Healthcare to help support members and providers during this time. We'll provide updates as information is available.

Q4: Are there other electronic claim submission options?

Yes, for plans under payer ID 39113 individual electronic claims can be submitted via Smart Data Stream Clearinghouse Services, a free EDI claim submission alternative. Register at 855-297-4436 or [online](#). *Note:* Claim payments for these claims are still affected by the Change Healthcare incident and can't be sent.

Change Healthcare just announced an EDI claim submission alternative that they are introducing to payers in phases. This alternative is not being offered to CCHP currently.

Q5: Does Chorus Community Health Plans accept paper claims?

Yes. We accept paper claims. Paper claims can be sent to PO Box 56099, Madison, WI 53705. *Note:* Claim payments for these claims are still affected by the Change Healthcare incident and can't be sent.

Q6: Will Chorus Community Health Plans waive timely filing?

Yes. We're waiving timely filing limits for all claims until further notice.

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