



NETWORK *Notification*

Notice Date: March 4, 2024
To: Arkansas Medicaid Providers
From: CareSource PASSE™
Subject: Change Healthcare Cybersecurity Incident
Effective Date: February 22, 2024

Summary

CareSource PASSE™ is aware of the recent cybersecurity incident with Change Healthcare.

Impact

Our trading partner, Availity, has taken appropriate measures to protect patient data and has opted to temporarily **restrict communication** with the Change Healthcare clearinghouse from inbound and outbound transactions. This means providers who use Change Healthcare as their clearinghouse are not able to submit claims nor conduct real-time transactions through Change Healthcare with CareSource PASSE. In the meantime, providers who utilize Change Healthcare can use the [Provider Portal](#) or Availity Direct to submit their claim.

Workaround Using Availity Essentials

Availity has published a self-service resource page for both registered and unregistered users to perform critical transactions through the Availity Essentials portal.

The resource page, which will be continually updated, can be found on [Availity's website](#). This webpage includes:

- Guidance to register on Availity Essentials
- Guidance on performing key transactions through Availity Essentials as an established registered user
- Training demos on sending and receiving transactions
 - Access to these demos requires users to register for Availity Essentials, then log in to the portal, and enable pop-ups.

Please submit the appropriate Payer ID, ARCS1, when submitting electronic transactions. Paper claims can be sent to the following address:

CareSource Arkansas
Claims
P.O. Box 2308
Dayton, OH 45401-2308

Importance

We are working to further understand the incident and relevant timelines. For more information on the incident, please reference the [Reuters press release](#).

Questions?

If you have questions regarding this notice, please contact Provider Services at **1-833-230-2100**, available Monday through Friday from 8 a.m. to 5 p.m. Central Time (CT).

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