



# NETWORK *Notification*

**Notice Date:** March 12, 2024  
**To:** Indiana Medicaid Providers  
**From:** CareSource  
**Subject:** Change Healthcare Cybersecurity Incident  
**Effective Date:** February 22, 2024

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## Summary

CareSource 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. 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, INCS1, when submitting electronic transactions. Paper claims can be sent to the following address:

CareSource Indiana  
Claims  
P.O. Box 3607  
Dayton, OH 45401-3607

## 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 Health Partner Services at **1-844-607-2831**, available Monday through Friday from 8 a.m. to 8 p.m. Eastern Time (ET).

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