



# NETWORK Notification

**Notice Date:** March 1, 2024  
**To:** Michigan Medicaid and Medicare-Medicaid Providers  
**From:** HAP CareSource™ and HAP CareSource™ MI Health Link (Medicare-Medicaid Plan)  
**Subject:** Change Healthcare Cybersecurity Incident  
**Effective Date:** February 22, 2024

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## Summary

HAP CareSource™ and HAP CareSource™ MI Health Link (Medicare-Medicaid Plan) 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 HAP CareSource and HAP CareSource MI Health Link. 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, MIMCDCS1 for HAP CareSource or MIMCRCS1 for HAP CareSource MI Health Link, when submitting electronic transactions. Paper claims can be sent to the following address:

HAP Claims  
P.O. Box 1186  
Dayton, OH 45401-1186

## 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 HAP CareSource Provider Services at **1-833-230-2102** available Monday through Friday from 7 a.m. to 8 p.m. Eastern Time (ET) or HAP CareSource MI Health Link at **1-833-230-2159** available Monday through Friday from 8 a.m. to 6 p.m. ET.

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