



NETWORK *Notification*

Notice Date: March 4, 2024
To: All D-SNP and Marketplace Providers
From: CareSource
Subject: Change Healthcare Cybersecurity Incident
Effective Date: February 22, 2024

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, listed below, when submitting electronic transactions.

Payer IDs:

- Georgia – GACS1
- Indiana – INCS1
- Kentucky – KYCS1
- Ohio – 31114
- West Virginia – WVCS1

Paper claims can be sent to the following, appropriate address:

Georgia	Indiana	Kentucky	Ohio	West Virginia
CareSource Georgia Claims P.O. Box 803 Dayton, OH 45401-0803	CareSource Indiana Claims P.O. Box 3607 Dayton, OH 45401-3607	CareSource Kentucky Claims P.O. Box 824 Dayton, OH 45401-0824	CareSource Ohio Claims P.O. Box 8730 Dayton, OH 45401-8730	CareSource West Virginia Claims P.O. Box 804 Dayton, OH 45401-0804

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 **1-833-230-2101** for Marketplace or **1-833-230-2176** for D-SNP, available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

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