



NETWORK *Notification*

Notice Date: March 4, 2024
To: North Carolina Marketplace Providers
From: CareSource North Carolina Co.
Subject: Change Healthcare Cybersecurity Incident
Effective Date: February 22, 2024

Summary

CareSource North Carolina Co. 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 North Carolina Co. 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, NCCS1, when submitting electronic transactions. Paper claims can be sent to the following address:

CareSource North Carolina Co.
Claims
P.O. Box 967
Dayton, OH 45401-0967

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**, available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

Qualified Health Plans offered in North Carolina by CareSource North Carolina Co., d/b/a CareSource

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