



# NETWORK *Notification*

**Notice Date:** March 1, 2024  
**To:** Ohio Medicaid and MyCare 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, 0003150 for Ohio Medicaid or 31114 for Ohio MyCare, when submitting electronic transactions. Paper claims can be sent to the following address:

CareSource Ohio  
Claims  
P.O. Box 8730  
Dayton, OH 45401-8730

## 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 **1-800-488-0134**, available Monday through Friday from 7 a.m. to 8 p.m. Eastern Time (ET) for Ohio Medicaid or 8 a.m. to 6 p.m. ET for Ohio MyCare.

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