MCG message

To: All Blue Cross Complete providers

Date: March 4, 2024

Subject: **Change Healthcare System Interruption - Update**

Change Healthcare, our electronic data interchange clearinghouse for claims and payment cycle management, continues to address their network interruption related to a security incident. Below are updates for Blue Cross Complete's systems and processes:

1. Claims payments: We have resumed payments for claims submitted prior to the incident. Since Change Healthcare is still unable to accept claims submissions, providers who submitted claims during the outage may be able to resubmit them either through additional solutions once they are available or once Change Healthcare's connectivity is restored, through Change Healthcare. We understand the inconvenience this is causing providers and are exploring other options for the submission of claims.

2. Electronic remittance advice: Electronic remittance are available at this time. However, some individual remittance advices may not be available due to Change Healthcare's security incident.

3. Prior authorization submission and processing: The prior authorization systems continue to operate normally.

4. Eligibility verification, claim status inquiry, and authorization inquiry: These capabilities continue to be available via NaviNet. To register, please visit https://register.navinet.net/*.

Please note, our Provider Services Department will not be able to assist with processing of your payments any sooner. If you have other questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**. We appreciate your partnership and will continue to provide updates as we work to resolve the downstream impacts of Change Healthcare's service interruption.

*Our website is mibluecrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.