



March 14, 2024

RE: L.A. Care Health Plan - IMPORTANT UPDATE: Change Healthcare Outage Impacting Electronic Claims Submissions

L.A. Care Provider Community:

We are providing this update about the actions taken by L.A. Care Health Plan (L.A. Care) in response to the February 21 cyberattack on Change Healthcare, which operates the largest clearinghouse for insurance billing and payments in the country and is owned by UnitedHealth through its Optum subsidiary.

Like several other large health plans contracted with Change Healthcare as its exclusive claims clearinghouse, L.A. Care has been unable to receive electronically billed claims since February 21. After communicating with Change Healthcare and confirming the gravity and extent of the cyberattack, we informed you about the service interruption on February 23 and began working with Change Healthcare's corporate parent Optum to test and implement an interim electronic claims submission solution through Optum Intelligent Electronic Data Interchange (Optum iEDI).

Earlier this week, we started receiving claims through Optum iEDI. We understand, however, that the Optum iEDI solution has proven challenging for some providers to connect to and use, and we have been in daily communication with Optum seeking an improved interim solution.

Some providers may already be able to submit claims electronically through Optum iEDI. Optum has confirmed the following vendors are transmitting claims with iEDI:

Office Ally, Availity, ZirMed, MD Online, Claims MD, Eligible Inc, GHN Online, XactiMed, Healthcare IP, Payer Path/Misys, SSI Group, and Optum, if currently using their Assurance Reimbursement product.

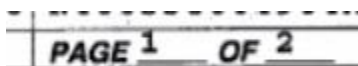
To determine if your claims are being transmitted via one of the above named vendors or a vendor not listed, please contact and ask your practice management system or claim submission vendor to inquire if they can transmit your claims via Optum iEDI to L.A. Care.

In addition to working with Change Healthcare and Optum to implement this interim remediation, L.A. Care is rapidly developing an electronic claims submission alternative with another vendor. We will provide you information about this claims clearinghouse alternative as soon as service and connection details are established and available.

In the meantime, providers unable to submit claims electronically through Optum iEDI can submit paper claims, using a CMS 1500 form, UB-04 form, or the BlueShield/HealthNet non-standard form. To send a paper claim for L.A. Care to scan and digitally process, please note the following:



- 1) L.A. Care cannot process paper claims sent via fax or email.
- 2) When populating your Federal Tax ID on a paper claim form, please do not use dashes when writing or typing the nine digits.
- 3) If the UB-04 claim is more than one page, please indicate the number of pages using service line 23, as shown in the image below.



- 4) Please use the address below to submit paper claims. Using any other address will delay processing, and payment.

L.A. Care Health Plan
Attention: Claims Department
P.O. Box 811580
Los Angeles, CA 90081

Again, we sincerely apologize for this considerable and ongoing disruption, and thank you for your continued partnership. Of course, please contact your account manager or email ProviderRelations@lacare.org with any questions or requests for additional assistance as we work to restore your ability to submit claims electronically.

Thank you,

Provider Network Management
L.A. Care Health Plan