

To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice Providers

Date: February 27, 2024

Re: Change Healthcare System Interruption

Change Healthcare, our electronic data interchange (EDI) clearinghouse for claims and payment cycle management, has informed us of a network interruption related to a security incident. Change Healthcare took immediate action to disconnect their systems to mitigate further impact. At this time, there is no indication that our Member/Participant data or systems have been impacted.

In an abundance of caution, we have disabled connectivity between our systems and Change Healthcare's impacted systems, to include any of Change Healthcare's related companies. This interruption has had downstream impacts to our Plan and the Provider community, including:

- Our ability to:
 - Receive electronic claim transactions
 - Remit claim payments and remittance advice, both electronic and paper
- Providers' ability to:
 - Submit claims directly to Change Healthcare via NaviNet ConnectCenter, EDI vendors, or practice management systems
 - Access and view electronic remittance advice in NaviNet

We understand this could present a hardship for our Provider community and appreciate your patience. Once functionality resumes, we will process all newly received claims and remit outstanding payments as quickly as possible.

Eligibility verification, claim status inquiry, and authorization inquiry via NaviNet are still available. If you do not currently have access to NaviNet Provider portal, please visit <https://register.navinet.net/> to sign up.

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments any sooner. If you have other questions, you may contact Provider Services at **1-800-521-6007**.

Thank you for your participation in our network and for your continued commitment to the care of our Members/Participants and will keep you informed as we learn more.