

Hello all,

We recognize the Change Healthcare cyberattack is continuing to negatively impact pediatric practices. Thank you to those who have already shared your stories with the AAP so we can spread the word on the realities on the ground and advocate for a resolution.

Please see the attached letter from HHS, ASPR, and CMS directed to the healthcare provider community that recognizes the cash flow disruptions and outlines some solutions the Biden-Harris administration is continuing to work on. For healthcare plans, it encourages you to reach out to regional contacts and if you continue not to get a response, **contact HHScyber@hhs.gov**.

See the attached “Provider Appendix” which has information from health plans and payers for those still in need of assistance (including a table with **contact information starting on page 30**).

The letter also provides a link to HHS’s Cybersecurity Performance Goals: <https://hphcyber.hhs.gov/performance-goals.html> to help with cyber preparedness.

In addition, there was an update call with the United Health Group today with the following takeaways:

Medical Claims

- Change Healthcare Network back online and claims flowing
- All payers/trading partners should reestablish connections
- Providers should start submitting if you haven’t already
 - they will continue to expand number of payers available
 - they will publish a payer list so you can keep track of which payers have reestablished contact
- Cash flow timing based on individual payers, UHG is processing real-time transactions and encourages other payers to do the same

Temporary Funding Assistance Program:

- 3.3B distributed so far (providers and pharmacies)
- No cost, no fees, no need to return funds until 45 days after normal functioning
- <https://www.unitedhealthgroup.com/changehealthcarecyberresponse>
- **Inquiries About Funding Support** - To request more support or help, complete [this form](#) or call 1-877-702-3253.

Other updates:

- They also shared some updates on other products and provided some technical reassurances (such as Clearance back online later this week, OKC system more complicated and they will have specific call next week with customer base).
- They also shared an update on the data investigation – they have begun analyzing the data to understand the extent of the breach, so far, no evidence of data being shared on the web. UHG will do notification on what data was shared where permitted (so payers/providers don't have to, stay tuned for more).
- Medicare: CMS provided some flexibility, Medicare claim processing communicated out today, new claim routes & reestablishing direct connections
- Copay cards and Coupons: Coupons are being rebuilt, copay cards are turned on and processing, reimbursement of pharmacies will start this week
- Printing timeline: commencing week of 4/8
- Clinical Exchange: up next week
- More targeted calls to come to focus on targeted customer needs

The AAP is continuing to follow the fallout from the cyber incident and will share updates as we have them.

Sincerely,

Mackenzie Magnus, MPH, MBA (she/her/hers)
Manager, Practice Management

Staff for the [SOAPM](#), [PPMA](#), and [COPAM](#)

630/626-6513

mmagnus@aap.org

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