Provider Update – Special Edition February 2024

We are reaching out with this Special Edition February 2024 to update you on the recent Change Healthcare Cyber security issue.

If you have any questions about the information in this notice, please contact Health New England Provider Experience at (800) 842-4464, extension 5000. A representative is available Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. You may also send an email to providerrelations@hne.com.

Change HealthCare Cyber Security Issue

Health New England is aware of the cyber security issue affecting Change Healthcare. As a result of this issue, some Health New England providers and vendors may be impacted. There is no disruption to care or access to care for our members at this time. We are assessing potential impacts to our operations and will provide more information as it becomes available.

- Many health care companies nationwide use Change Healthcare for various business functions. For example, some of our network providers submit claims to Health New England via the Change Healthcare platform. This process has been suspended. As a result of their cyber security attack, Change Healthcare has disconnected their systems to prevent further impact. Depending on their capabilities, during this time, providers may be able to submit claims by using other clearinghouses. Professional claims may be submitted to Health New England using the e-Claims functionality on the Health New England Provider Portal (HNEDirect), if you are registered.

  To register or login, visit https://www.hnedirect.com/login/index.aspx and follow the instructions. You can also submit paper claims by mailing them to Health New England, One Monarch Place, Suite 1500, Springfield, MA 01144-1500.

- Some providers use Change Healthcare to receive 835 files to automatically reconcile claims payments from Health New England. Health New England can continue to make payments, however, providers will need an alternative method to reconcile the payment with the claim. Providers can access their Explanation of Payments (EOPs) in the Health New England Provider Portal for this purpose or request EOPs from the Provider Experience team.

- Access for Health New England providers to the InterQual Transparency tool (a Change Healthcare tool), which allowed providers to look up InterQual criteria on the Provider Portal, has been turned off until further notice.

- Medical Necessity Criteria can be provided upon request to providers. We are continuing to receive our electronic delivery of 270/271 (eligibility and benefit information for medical and behavioral health) files from our direct contact, NEHEN. In addition, our 24 hour/7 days a week Interactive Voice Response (IVR) system and our Provider Portal can also assist with eligibility information. To reach the IVR, please call (800) 842-4464, press option 3, option 1, and option 2.