Security Health Plan responds to Change Healthcare cybersecurity event

On February 21, Security Health Plan was alerted that one of our vendor partners, Change Healthcare (a subsidiary of Optum), experienced a cybersecurity event. Change Healthcare has confirmed to Security Health Plan that immediate action was taken to disconnect their systems to prevent further impact.

Your data and information with Security Health Plan is safe. Security Health Plan's systems have not been impacted due to this incident, but all network connections to Change Healthcare have been immediately severed upon notice of this cybersecurity event.

If you submitted claims via Change Healthcare's clearinghouse prior to February 21, they will be processed normally. Claims are currently not being submitted through Change Healthcare. If you are interested in setting up a new clearinghouse for claims, Security Health Plan can accept claims from other clearinghouses.

If you receive remittance via Change Healthcare's clearinghouse and are interested in setting up a new clearinghouse for remittance, please complete a new Electronic Remittance (835) form. You can return your completed, signed form via fax to 715-221-9699 or email shpprd@securityhealth.org.

Security Health Plan already has relationships with the following clearinghouses for remittance:

Cvikota Company, Inc.-Professional claims only, not institutional
First Health Group
Gateway EDI Inc.-TriZetto
Health Care Data Systems- Professional claims only, not institutional
Healthcare IP
HealthSmart
MCPS
MultiPlan
OutSource Inc.
Smart Data Solutions
SSI Group
Waystar (formerly ZirMed)

Providers can access remittance reports for claims submitted prior to the Change Healthcare shut down via the Security Health Plan Provider Portal. Pharmacy claims are not connected to Change Healthcare and continue to process as normal.

If your organization has a significant volume of claims and would like to discuss a direct claim submission process, please reach out to the Provider Network Management Team via email at shpprd@securityhealth.org.