Security Health Plan remittance update regarding Change Healthcare

On Feb. 21, 2024, Change Healthcare (a subsidiary of Optum) one of Security Health Plan's vendor partners alerted Security of a cybersecurity event to their network. Security Health Plan's systems were not impacted due to this incident, but all network connections to Change Healthcare were immediately severed upon notice of this cybersecurity event. Security Health Plan re-established connection with Change Healthcare in June.

If you continue to be missing remittance 835, your clearinghouse may have used Change Healthcare as a connecting clearinghouse or an interim step. Your clearinghouse may be able to connect with Optum on your behalf to restore those connections. Optum has provided some options for support:

- Optum's contact: EDIEnrollmentSupport@optum.com
- ConnectCenter and Enrollment Central are now available! Please login today – https://connectcenter.changehealthcare.com/#/site/home
- ConnectCenter MFA Support: 800-527-8133 opt. 7 or connectcenter_mfasupport@optum.com

You can also set up a new clearinghouse for remittance. If you'd like to do this, 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. Providers can access remittance reports for claims submitted before the Change Healthcare shutdown 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.