

PROVIDER BULLETIN

UPDATE – April 29, 2024- Change Healthcare cyber security incident

Impact on PHP and claims submission:

- Physicians Health Plan (PHP) continues to be impacted by the Change Healthcare (CHC) cybersecurity incident.
- PHP promptly disconnected from the CHC clearinghouse and continues to be disconnected.
 - Reconnection is being evaluated.
- PHP encourages providers to use the free TTPS clearinghouse connection to submit claims.
 - Providers can send an email to physiciansales@cognizant.com to request access to the TTPS clearinghouse. Please include the following information in your email request:
 - Practice Management System Name
 - The number of providers in your practice
 - Typical claim volume
 - Contact information for your practice
 - Tax ID and NPI numbers

PHP claims processing and payment:

- The Change Healthcare Payment Integrity platforms remain down.
 - PHP held claims with the expectation the platforms would be reinstated.
- Due to the continued CHC delay in restoring the payment integrity platform, PHP began releasing held claims without a pre-payment review.
 - Providers can expect the claims processing and payment turnaround times to return to normal over the next few weeks.
 - Claims with the oldest received date will be processed and released first.

Pre- & post-payment auditing:

- You may notice claims processed with fewer payment integrity code edits.
- Claims released without routine pre-payment review *may* require a post-payment audit.
 - If an audit that requires medical record review is initiated, a request for records will be sent.
 - Claims may be adjusted during post-payment audits.
 - PHP will continue to be transparent and will provide updates to our pre-payment clinical editing process on the PHP website and PHP provider portal

Questions:

- Contact your Provider Relations Team at PHPProviderRelations@phpmm.org.
- Call PHP Customer Service at 800.832.9186.