



NETWORK *Notification*

Notice Date: June 26, 2024
To: Indiana Marketplace and Medicaid Providers
From: CareSource
Subject: Change Healthcare Cybersecurity Incident Update
Effective Date: March 25, 2024

Summary

Due to the cybersecurity incident that occurred Feb. 21, 2024, our trading partner, Availity, temporarily restricted communication with Change Healthcare. This notification is to advise our valued health partners that Availity reestablished connectivity with Change Healthcare on March 25, 2024.

Impact

Claims Timely Filing:

CareSource is extending claims timely filing in response to the Change Healthcare incident.

- Claims with dates of service Nov. 23, 2023 through June 30, 2024 will be considered timely if received on or before Sept. 30, 2024.
- Claims with dates of service on or after July 1, 2024 will return to the normal timely filing requirements, 90 calendar days from the date of service or discharge.

Questions?

If you have questions regarding this notice, please contact Provider Services:

- Marketplace: **1-833-230-2101**, available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET)
- Medicaid: **1-844-607-2831**, available Monday through Friday from 8 a.m. to 8 p.m. ET

IN-Multi-P-2965600; Issue Date: 6/26/2024

OMPP Approved: 6/26/2024