VIVA HEALTH®

Change Healthcare Disruption – Frequently Asked Questions (FAQ)

VIVA HEALTH was notified by Change Healthcare on February 21, 2024 of a significant cyber-attack against Change Healthcare. The cyber-attack caused significant cascading and disruptive effects on revenue cycle, technology, and clinical authorizations across the entire healthcare sector.

Like many other organizations, VIVA HEALTH utilized Change Healthcare for a number of services, including electronic data interchange (EDI) transactions. Change Healthcare is one of the largest healthcare technology companies in the United States, and many of our providers use Change Healthcare to submit claims to us. VIVA HEALTH has restored our connectivity with Change Healthcare and we are seeing a significant volume of claims submitted. We still have no reason to believe that any member or provider information was affected.

Change Healthcare has been providing regular updates regarding their investigation and business restoration activities. The following is a link to the latest information regarding restoration of business functions.

Click here for updates from Change Healthcare *(owned by UnitedHealth Group)*.

The following are **Frequently Asked Questions** that address the mitigation plans put in place for providers to complete transactions with VIVA HEALTH. Some changes to our processes may continue forward after full restoration of Change Healthcare business activities. These answers are based on what is currently known, and we will continue to share additional information as it becomes available.

Has Change Healthcare restored EDI Functionality?

VIVA HEALTH encourages providers who are currently submitting claims through Optum iEDI to continue that process. **Change Healthcare recently communicated that most (if not all) sub-networks of Change Healthcare are fully restored.** Providers who were unable to submit through Optum iEDI and could only submit through Change Healthcare should now be able to submit through Change Healthcare. VIVA HEALTH is receiving large volumes of claims from Change Healthcare now, which supports the assertion of restoration. Providers should use Payer ID 63114 to transmit through Optum iEDI and Change Healthcare.

As previously noted, providers who submit through our other business partner SSI can continue to submit electronically to VIVA HEALTH.

Providers with restored access to EDI should convert back to EDI as soon as possible to speed claims processing time. If EDI restoration has not occurred, then please continue to submit paper claims to the following addresses:

VIVA HEALTH Claims: PO Box 55926, Birmingham, AL 35255-5926
VIVA MEDICARE Claims: PO Box 55209, Birmingham, AL 35255-5209

Do I need to resubmit claims to VIVA HEALTH that were submitted to Change Healthcare prior to the disruption?

It is still our understanding today that all claims submitted and accepted by Change Healthcare have been received by VIVA HEALTH.

Will I be able to receive payments for services billed to VIVA HEALTH during the disruption?

VIVA HEALTH initiated a process to provide payments via paper check beginning on March 5, 2024. Additionally, VIVA HEALTH is nearing completion of our implementation with Zelis for payment services. Additional information will be provided soon regarding how to receive electronic payments from VIVA HEALTH through Zelis.

We are extremely sensitive to the need to keep payments flowing in a timely manner and are currently initiating multiple check runs each week.

Will timely filing requirements be waived during the disruption?

We are continuing to evaluate the need to extend timely filing requirements based on mitigation activities deployed. If necessary, changes to the claims filing deadlines will be communicated in future updates.

Will interest be paid on payments that are past required timeframes?

We are monitoring the impact to our payment process and will provide additional updates regarding interest payments at a later date.