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VIVA HEALTH was notified by Change Healthcare on February 21, 2024 of a potentially very serious cyber-attack against Change Healthcare. The notification warned there could be significant cascading and disruptive effects on revenue cycle, technology, and clinical authorizations across the entire healthcare sector.

VIVA HEALTH utilizes 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. While we have no reason to believe that any member or provider information was affected, VIVA HEALTH has temporarily disconnected our systems from Change Healthcare until they complete their assessment of the affected services and data.

Change Healthcare has been providing regular updates regarding their investigation and plans to reengage business activities. Thus far, no specific resolution date has been provided.

Please contact VIVA HEALTH Customer Service at 1-800-294-7780 or 205-558-7474 (TTY: 711) or e-mail vivamemberhelp@uabmc.edu for questions regarding your cost-sharing liability estimate or any other member concerns.