

# The Cyber-Attack on Change Healthcare and Its Impact on Medical Claims

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On February 21st, Change Healthcare disclosed that it had experienced a cybersecurity incident involving unauthorized access to its information systems. The breach potentially compromised the personal and medical information of millions of individuals, including patients, healthcare providers, and payers. While the full extent of the breach is still being investigated, the company has stated that it is working diligently to assess the impact and mitigate any potential risks to affected parties.

Medical claims processing is the backbone of the healthcare reimbursement cycle, enabling healthcare providers to receive timely payments for the services they render to patients. The process involves the submission of claims by healthcare providers to payers, such as insurance companies or government agencies, for adjudication and reimbursement. Any disruption in this process can have significant repercussions, affecting the financial stability of healthcare providers, the continuity of patient care, and the overall efficiency of the healthcare system.

The cyberattack on Change Healthcare has introduced a new layer of complexity and uncertainty into the claims processing landscape. With the company's systems compromised, healthcare providers may encounter obstacles in submitting claims electronically, accessing patient data, and communicating with payers effectively. As a result, the processing of medical claims may be delayed, leading to a backlog of pending claims and exacerbating existing challenges in revenue cycle management.

You can obtain updates directly from Optum by following this link:

<https://status.changehealthcare.com/incidents/hqpjz25fn3n7>

To determine how this cyberattack may have impacted you and your practice contact your Clearinghouse to determine what payers are connected to Change Healthcare.