Provider Notice

Date: **March 11, 2024**

To: **All Participating Providers**

RE: **Change Healthcare**

Community Care Plan is aware that Change Healthcare was impacted by a cybersecurity incident in late February.   We strongly encourage providers not to withhold claims pending resolution from Change Healthcare.

Community Care Plan offers free claim and Electronic Remittance Advice (ERA) options through Availity. By utilizing Availity, at no cost to you, providers can:

- Enter and submit claims, receive ERA, and exchange other electronic transactions using a browser-based application over the internet.
- Directly transmit HIPAA-compliant ANSI transactions over a secure direct connection
- If you are currently registered with Availity, you may access the Availity Portal for CCP at the following link: https://apps.availity.com/availity/web/public.elegant.login
- If you would like to register with Availity, please call 1-800-282-4548 or visit www.availity.com

The security and integrity of our services remain our highest priority.

For additional information regarding claims and billing, please visit our website: https://ccpcares.org/Providers/Resources/BillingClaims

If you have any questions about this notice, please contact your Provider Operations Representative or CCP Provider Operations at CCP.Provider@ccpcares.org or 855-819-9506.