

March 18, 2024

Dear Provider,

Even if you previously submitted a request for a weekly advance due to the Change Healthcare outage, you must submit your information once again to request an advance for the coming week.

DVHA is committed to offering weekly advance payments to providers for anticipated payments that would otherwise be billed through the Change Healthcare system. **In order to receive an advance to be included in your 3/29/24 remittance advice, the information below must be submitted ASAP and no later than 4:00 p.m. on Thursday, 3/21/24. If you submitted a request in one of the prior weekly cycles, you must submit your information again for this weekly cycle.**

If your organization has been impacted by the Change Healthcare outage and wishes to request an advance payment against future Medicaid claims, please email AHS.DVHAChangeHealthcareServiceOutage@vermont.gov the following information:

- Organization Name:
- Medicaid Billing ID:
- NPI:
- Contact Name:
- Contact Phone Number:
- Contact Email Address:
- Change Healthcare product used to submit VT Medicaid claims:
- Agreement to terms* of advance (Y/N):

**Terms of Medicaid Advance Payments: Your organization is requesting an advance payment as a result of the inability to submit claims to Vermont Medicaid through your Change Healthcare claims processing system. These advances are emergency payments intended to help your organization withstand the current Change Healthcare system failure. You will be expected to pay any advances back within 60 days of the Change Healthcare system restoration. As indicated in prior communications, you will also be required to submit all claims for services provided to Medicaid members during the emergency period within timely filing guidelines.*

DVHA is recommending that all Medicaid enrolled providers review the list of Change Healthcare products and applications that were impacted by the February 21 cyberattack. Optum Solutions, the parent company of Change Healthcare, has provided a list of impacted systems at the following link: [Optum Solutions Status](#). The Department is

suggesting providers and their IT teams should review this list and determine if they are experiencing any previously unknown claims submission or payment issues with Change Healthcare affiliated products.

For Vermont Medicaid providers using Change Healthcare products who are currently unable to submit claims, please ensure clinical documentation supports each service and be prepared to submit claims when the system has been restored.