FOR DEAN HEALTH PLAN BY MEDICA PROVIDERS

Mitigation of the Change Healthcare cybersecurity incident

Due to the Change Healthcare cybersecurity attack in February affecting payers nationwide, we've been unable to generate claim payments and remittance files for Dean Health Plan benefit plans under payer ID 39113 that use Change Healthcare as the payment service vendor.

To mitigate this issue and minimize further financial impacts to our providers, starting April 4, 2024, we're switching from Change Healthcare to InstaMed for payment services so that we can resume claim payments for our benefit plans under payer ID 39113.*

Here's what you should know about this change:

- InstaMed is our payment service vendor for Individual + Family Business (IFB)/Affordable Care Act (ACA) claims under payer ID 41822. This means that many of you are already receiving Dean Health Plan payments through InstaMed.
- If you've registered with InstaMed for claim payments from any payer, you're already set up to start receiving payments for claims under payer ID 39113.
  - o If you're not registered, InstaMed will issue paper checks.
  - o If you want to avoid paper checks (and potentially multiple paper checks for backlog payments), you can register at **Instamed.com/eraeft** or call InstaMed at (866) 945-7990.
- InstaMed will begin releasing backlog payments on April 4, 2024, starting with claims that were submitted in February.
  - o Payments will be routed the same way as your payer ID 41822 payments.
  - o InstaMed will continue to generate weekly Dean Health Plan IFB/ACA payments on Wednesday and Friday. They'll release backlog payments on alternative days of the week until the backlog is cleared.

You'll be able to view your remittance information in the **InstaMed provider portal**. As we initially connect with InstaMed for payer ID 39113, this remittance information won't be available in the Dean Health Plan provider portal.

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* There is a different mitigation approach for Dean Health Plan Administrative Services Only (ASO) plans under payer ID 75261. Web TPA, the third-party administrator for ASO plans, has reached out to providers regarding the switch to Availity for claim payments and remittance files.

See the updated **Change Healthcare Clearinghouse Incident FAQ**. If you have further questions about our planned mitigation, contact your Provider Network Consultant. If you have questions about InstaMed registration, contact InstaMed at **connect@instamed.com**.

Thank you for your partnership as we work toward closing this issue.

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