

Care N' Care Insurance Company has an update for our providers regarding a recent cyber security incident impacting Change Healthcare, the clearinghouse utilized by our claims administrator.

We acknowledge that Care N' Care is among many healthcare entities nationwide whose processes are impacted by this incident, but we want to emphasize that the incident did not occur within nor compromise Care N' Care's own systems or the systems of our claims administrator.

Following notification of the incident on Wednesday, 2/21, all data transfers both from and to Change Healthcare were halted.

This includes the receipt of new electronic claims from providers and the generation of electronic remittance advices (ERAs) and electronic payments following claims processing.

There are no impacts to the receipt of new paper claims from any providers or to the generation of paper explanations of payment (EOPs) and payments by check for providers currently set up to receive payments in that format.

There are also no impacts to any other Care N' Care teams such as Customer Experience, Provider Services, or Utilization Management.

Care N' Care is actively evaluating how this incident might impact our services and maintains ongoing dialogue with our claims administrator.

Our focus remains on continuing to service our members and providers as we seek to minimize any disruptions.

We will continue to monitor the situation and provide updates as they become available.

Should you have any questions, please contact our Provider Services Team at 817-687-4004.

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