

May 3, 2024

## Change Healthcare Cyberattack

Dear providers,

The Health Plan of San Mateo (HPSM) providers can submit claims using our provider portal and various clearinghouses. **One of those clearinghouses, Change Healthcare, recently experienced a cybersecurity issue that has restricted all use of their system until the issue is resolved. There is currently no timeframe for resolution.**

If you submitted any claims through Change Healthcare on or after February 21, 2024, your claim may not have been received by HPSM. This means that payment to you from the health plan may be impacted until we receive them through another submission method.

### What we can do now:

1. Here are other ways you can submit your claims:
  - a. Submit CMS-1500 format claims online using Office Ally (Payer ID: HPSM1) or eHEALTHsuite here: <https://www.hpsm.org/provider/portal>
  - b. Submit paper claims. Paper claim guidelines can be found here: <https://www.hpsm.org/provider/claims/submit-claims>
2. HPSM is reaching out to high-volume providers directly to offer support while we work through this issue. If you would like to request additional support, please contact HPSM Provider Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).
3. HPSM has begun implementing a contract with Waystar, a new clearinghouse, so that providers can submit claims and receive payment as soon as possible. We will alert you as soon as Waystar is up and running.

For all claims related questions, please email [ClaimsInquiries@hpsm.org](mailto:ClaimsInquiries@hpsm.org). For all other questions or concerns, please contact HPSM Provider Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you,  
The Health Plan of San Mateo