

Change Healthcare/Optum Cyber Security Issue

eMEDIX Customer Claim Impact

You can view which claims are currently impacted within eMEDIX Online.

Claims Connection

Navigate to Claims Connection and beginning 3/11/24 select the Claim Status of 'Hold', this would signify that this is a claim impacted by Change Healthcare/Optum.

When Change Healthcare/Optum returns to service, these claims will automatically be released to them. There is no action required by you.

The screenshot displays the 'Payer Summary' section of the eMEDIX Claims Connection interface. A table lists various payers and their claim counts across different statuses. The 'Hold' column is highlighted with a yellow box, and an arrow points from it to a detailed view of two impacted claims.

Payer Name	Inbound Payer Code	Claim Count	Hold	Transmitted	Acknowledged	Accepted	Denied	Forwarded	Paid	Rejected All	Total Charges
AARP SUPPLEMENT BY UHC	36273	14	14	0	0	0	0	0	0	1	\$18,615.00
AETNA WHOLE HEALTH - BANNER HEALTH NETWORK	60654	1	2	0	0	0	0	0	0	0	\$966.00
AHCCCS ARIZONA COMPLETE HEALTH CARE PLAN	68069	3	4	0	0	0	0	0	0	0	\$1,957.00
APPA / UHC COMMUNITY PLAN AHCCCS	03432	6	7	0	0	0	0	0	0	0	\$2,011.00
CHAMPVA HEALTH ADMINISTRATION	84146	2	3	0	0	0	0	0	0	0	\$865.00
CIGNA	62308	1	2	0	0	0	0	0	0	0	\$3,910.00
HEALTH CHOICE OF ARIZONA AHCCCS	62179	4	5	0	0	0	0	0	0	0	\$2,425.00
MAGELLAN COMPLETE CARE AHCCCS	MCC01	4	5	0	0	0	0	0	0	0	\$11,747.00
MEDICARE	03102	66	0	0	0	0	0	0	0	2	\$20,973.00
MERCY CARE AHCCCS	66052	1	2	0	0	0	0	0	0	0	\$5,861.00

Worked	Work Status	Pat Ctrl Nbr	Medical Rec Nbr	Patient Name	Date Of Service	Total Charges	Received Date	Payer	Subscriber ID	Billing NPI	Rendering NPI	eMEDIX Trace Nbr	Claim Status	Timely Filing	Contains
<input type="checkbox"/>		6700300700		MURRAY, ROBERT	03/17/2023-03/17/2023	\$1,955.00	03/06/2024	02308-CIGNA	U6007009002	1841243722	1124093539	GMGP2403060000019	HOLD		SS
<input type="checkbox"/>		6700300700		MURRAY, ROBERT	03/16/2023-03/16/2023	\$1,955.00	03/06/2024	02308-CIGNA	U6007009002	1841243722	1620379565	GMGP2403060000020	HOLD		SS

Claims Reporting

Navigate to Reporting under Administration and select the report 'Claim Status'.

This report will return all claims within the date period selected.

If a claim is still in a 'Hold' status, this would signify that this is a claim impacted by Change Healthcare/Optum.

When Change Healthcare/Optum returns to service, these claims will automatically be released to them. There is no action required by you.

Claim Status By Submission Date

Date Range 02/21/2024 To 02/22/2024

Trading Partner: [Redacted]							
Submission Date: 02/21/2024							
Payer Name	Patient Cntrl #	Patient Name	From DOS	To DOS	Claim Status	Total Charges	
AETNA	[Redacted]	[Redacted]	01/02/2024	01/02/2024	TRANSMITTED	\$200.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/25/2024	01/25/2024	TRANSMITTED	\$200.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/25/2024	01/25/2024	TRANSMITTED	\$200.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/25/2024	01/25/2024	TRANSMITTED	\$200.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/29/2024	01/29/2024	TRANSMITTED	\$325.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/29/2024	01/29/2024	TRANSMITTED	\$200.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/29/2024	01/29/2024	TRANSMITTED	\$800.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/29/2024	01/29/2024	REJECTED	\$375.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/29/2024	02/12/2024	TRANSMITTED	\$850.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/30/2024	01/30/2024	TRANSMITTED	\$200.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/30/2024	01/30/2024	TRANSMITTED	\$325.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/31/2024	01/31/2024	TRANSMITTED	\$200.00	[Redacted]
AETNA	[Redacted]	[Redacted]	01/31/2024	02/14/2024	TRANSMITTED	\$975.00	[Redacted]
AETNA	[Redacted]	[Redacted]	02/01/2024	02/14/2024	TRANSMITTED	\$400.00	[Redacted]
AETNA	[Redacted]	[Redacted]	02/01/2024	02/01/2024	TRANSMITTED	\$200.00	[Redacted]
AETNA	[Redacted]	[Redacted]	02/01/2024	02/01/2024	TRANSMITTED	\$475.00	[Redacted]



eMEDIX Customer Eligibility Impact

You can view which patient eligibility requests were impacted within eMEDIX Online. Eligibility transactions are real-time.

Eligibility Search Report

Navigate to Eligibility Search. The eligibility listing that includes the status 'INCOMPLETE' will be the impacted requests.

The screenshot shows the eMEDIX web application interface. At the top, there is a navigation bar with various menu items like Home, Claims, Claims Connection, Remits, EOB Conversion, Real-Time Inquiries, Statements, Revenue Resolve, RCM, Administration, and SIGN OUT. A dropdown menu is open under 'Real-Time Inquiries', showing options like Eligibility, Eligibility Search, Claim Status, Claim Status Search, and Patient Responsibility Estimator. Below this is the 'Eligibility Search' form with fields for Transaction From, Transaction To, Patient Last Name, Patient First Name, Subscriber ID, and Payer. A 'Search' button is visible. Below the form, there are options to export data (Copy, Excel, CSV, PDF, Print) and a 'Show 50 entries' dropdown. A search bar and pagination controls (Previous, 1, 2, 3, Next) are also present. The main content is a table with 107 entries, showing columns for Transaction Date, Status, Patient Name, Subscriber ID, Payer Name, Trace Number, and Message. The table lists various transactions with statuses like ELIGIBLE, INVALID, and INCOMPLETE, along with their respective payers and messages.

Transaction Date	Status	Patient Name	Subscriber ID	Payer Name	Trace Number	Message	View
02/22/2024 12:17:38 PM	ELIGIBLE	[REDACTED]	[REDACTED]	BLUE EXCHANGE	A-9915	Transmission Successful	[Icon]
02/22/2024 12:17:26 PM	INVALID	[REDACTED]	[REDACTED]	CIGNA	A-10031	Transmission Successful	[Icon]
02/22/2024 12:17:11 PM	INCOMPLETE	[REDACTED]	[REDACTED]	UNITED HEALTHCARE	A-10155	Payer is down or unable to respond	[Icon]
02/22/2024 12:16:57 PM	INCOMPLETE	[REDACTED]	[REDACTED]	UNITED HEALTHCARE	A-10187	Payer is down or unable to respond	[Icon]
02/22/2024 12:16:28 PM	INCOMPLETE	[REDACTED]	[REDACTED]	UNITED HEALTHCARE	A-10211	Payer is down or unable to respond	[Icon]
02/22/2024 12:16:14 PM	INCOMPLETE	[REDACTED]	[REDACTED]	UNITED HEALTHCARE	A-10248	Payer is down or unable to respond	[Icon]
02/22/2024 12:16:05 PM	ELIGIBLE	[REDACTED]	[REDACTED]	BLUE EXCHANGE	A-10286	Transmission Successful	[Icon]
02/22/2024 12:15:55 PM	ELIGIBLE	[REDACTED]	[REDACTED]	MEDICARE	A-10286	Transmission Successful	[Icon]
02/22/2024 12:15:46 PM	ELIGIBLE	[REDACTED]	[REDACTED]	MEDICARE	A-10674	Transmission Successful	[Icon]
02/22/2024 12:15:32 PM	INCOMPLETE	[REDACTED]	[REDACTED]	UNITED HEALTHCARE	A-10780	Payer is down or unable to respond	[Icon]
02/22/2024 12:15:23 PM	ELIGIBLE	[REDACTED]	[REDACTED]	MEDICO INSURANCE COMPANY	A-10715	Transmission Successful	[Icon]