

CHANGE HEALTHCARE EVENT

OVERVIEW AND FAQ

Change Healthcare, a key player in health care that processes vast amounts of patient data and financial transactions, is experiencing a network interruption related to a cybersecurity incident. Many providers and health care companies, including Blue Cross Blue Shield of Massachusetts, use Change Healthcare for various business functions, such as claims submission and confirmation of health care coverage and benefits.

Change Healthcare stated on its website that it took immediate action to disconnect its systems to prevent further impact. We immediately took precautionary measures to disconnect our networks from Change Healthcare and secure our systems. We have no indication that any of our systems have been compromised.

We're committed to helping our members continue have access to health care services and are working with providers and pharmacies to ensure our members receive the care they need. Members experiencing any difficulties should call the number on the back of their ID card for support.

Our priority, as always, is to ensure that our members have access to high-quality, affordable health care. We'll continue to monitor developments and will provide updates as more information becomes available.

Are Blue Cross systems impacted by this event?

Change Healthcare severed its connection with its clients when it learned of this event. We ensured that connections to Blue Cross with affected Change Healthcare systems were severed and assessed our systems for impacts. We haven't found any intrusion or compromise to our systems. We continue to monitor this situation very closely.



MASSACHUSETTS

When will Change Healthcare systems be back up and running?

We don't know. While Change Healthcare is working to restore its systems and services, we expect there could be an extended disruption to some impacted Change Healthcare services.

Change Healthcare says it will soon re-establish its services, will Blue Cross reconnect?

The privacy and security of our members' data is one of our highest priorities. We cannot reconnect to Change Healthcare until a rigorous security and risk assessment is completed and we're satisfied that doing so won't put our systems, as well as our member and provider data at risk. Completing this assessment is a priority, and our teams are working diligently to ensure the proper safeguards are in place.

Is this a data security breach, and is member data compromised?

The security of our members' personal information is a top priority. In late March, United Health Group, the parent company of Change Healthcare, indicated that data had been taken by the unauthorized third party. United Health Group says it has begun its analysis to determine the content of compromised data and whether it included any personal information or personal health information.

We don't know if our member data was impacted or how long it will take Change Healthcare to analyze the data and make that determination. We believe Change Healthcare would have an obligation to notify us promptly if they were to determine that our member data was affected by this incident. We continue to monitor this situation closely.

How is Blue Cross supporting providers?

We have created an online resource center with the latest information, advice and guidance for providers. Additionally, we have:

- ☐ Provided our clinical partners with a list of alternative ways to submit claims, eligibility and benefit checks to us.
- ☐ Reminded providers that they can submit claims directly to Blue Cross at no cost.
- ☐ Temporarily waived our 90-day claim filing limit and our one-year appeal filing limit for impacted network providers.



MASSACHUSETTS

Can you share any quantifiable impact to claims volume during February and March?

We've seen a reduction in claims submitted electronically from a small percentage of our contracted medical and dental providers. We've worked diligently to help those impacted providers submit claims via alternative channels. As a result, we're seeing our claims volume increase as many providers return to normal claims submission via alternative pathways.

Is there any direct impact on services you provide our employee members?

Our Cost Estimator tool, telehealth provider, Well Connection, and our Sempre Health medication adherence program are affected:

COST ESTIMATION TOOL

The cost estimator tool has been unavailable due to the outage at Change Healthcare. We're working to implement an interim solution soon. We apologize for the inconvenience. Members can research their cost share by logging in to MyBlue and then clicking on "My Plan & Claims" and then selecting their health plan. Members can still use our Find A Doctor tool to locate a provider.

SMARTSHOPPER

For accounts offering the SmartShopper program, the cost estimator tool has been unavailable due to the outage at Change Healthcare. We're working to implement an interim solution soon. We apologize for the inconvenience. Members can research their cost share by logging in to MyBlue and then clicking on "My Plan & Claims" and then on their health plan. Members can still use Find A Doctor to locate a provider.

WELL CONNECTION

Well Connection is unable to conduct benefit and eligibility checks for patients. Effective March 8, Blue Cross members won't be charged any cost at the time of a Well Connection visit. Once claims and eligibility checks resume and claims are processed for these visits by Blue Cross, the member's applicable copayment, coinsurance, and/or deductible will be charged to their card on file with Well Connection. Members can call Well Connection at 855-292-6355 for further assistance.



MASSACHUSETTS

Before March 8, our members were charged for the full cost of the visit. Well Connection has informed us that those members who paid for services up front will be reimbursed less any applicable co-pay, co-insurance and/or deductible as outlined in their health plan once claims and eligibility checks are turned back on, and claims are processed for these visits by Blue Cross.

SEMPRE HEALTH MEDICATION ADHERENCE PROGRAM

Sempre health is currently unable to process discounts. The program has suspended enrolling new members and has paused sending refill reminders to enrolled members.