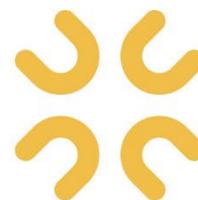


Provider Update

News and Information



Feb. 27, 2024

UCare systems impacted by Change Healthcare/Optum outage

Change Healthcare/Optum is experiencing a nationwide network interruption related to a cyber security issue that started Feb. 21, 2024.

The following electronic data interchange (EDI) transactions are impacted by the outage:

- 837s/277CA - Electronic Claims/Claims Response
- 276/277 - Claims Status Inquiry and Response
- 999 - Implementation Acknowledgement
- 270/271 - Eligibility Benefit Inquiry and Response (Providers may check individual member eligibility through UCare's Provider Portal still.)
- 835 - Electronic Remittance Advice

Due to this outage, explanations of payment (EOP) and payments delivered by paper check will be delayed beginning Feb. 23, 2024. At this time, electronic payments and claims submitted through MN E-Connect are **not** affected. Providers are invited to do the following:

- Sign up for electronic funds transfer (EFT)/electronic remittance advice (ERA) – On the new portal, select the "Provider Payment and Remittance Request Form" located under the "Resources" tab in the "Resource Center."
- Sign up with MN E-Connect to submit claims.

The Change Healthcare/Optum outage is also impacting pharmacy claims processing nationwide, including UCare (Navitus) pharmacy claims.

UCare is monitoring this evolving situation and will update the message on the Provider Portal as we learn more. In the meantime, providers may find individual member information on the Provider Portal or by contacting the Provider Assistance Center.