



We heal and inspire the human spirit.

To: Contracted Hospitals (Outside Riverside and San Bernardino Counties)

From: IEHP – Provider Relations

Date: March 7, 2024

Subject: Change Healthcare Outage: Clearinghouses Impacted-RelayHealth and Emdeon

On Feb. 21, 2024, Change Healthcare, a software and data analytics subsidiary of UnitedHealth Group’s Optum unit, **experienced a cybersecurity incident that resulted in nationwide product outages, including clearinghouse functions, impacting payers, providers and pharmacies.** The extent of the cybersecurity incident on Change Healthcare’s network and operations - and any related impact on data – is still under review.

Change Healthcare’s outage has impacted services for some of our Providers. We recognize that this situation is disruptive and are working quickly to minimize the disruption and support our Members and Providers.

If you have been impacted by the Change Healthcare incident and the interruption to RelayHealth and Emdeon services, we want to know. Please contact us at providerservices@iehp.org to let us know if you are currently unable to submit claims or encounters for your IEHP patients.

We appreciate your partnership and the care you provide to our Members.

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org