



*We heal and inspire the human spirit.*

**To:** All Providers

**From:** IEHP – Provider Relations

**Date:** March 5, 2024

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

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**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 and IPAs. 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](mailto:providerservices@iehp.org) to let us know if you are currently unable to submit claims or encounters for your IEHP patients.

**IEHP contracted Providers and Entities** who are unable to submit claims via RelayHealth and Emdeon **have options including utilizing Office Ally, a free clearinghouse option, in the interim.**

**Office Ally can be contacted at:**

- Officeally.com or
- call 866-575-4120 and ask to speak to the Enrollment Department

If your practice already has an Office Ally account, you can add the claims attachment feature to your existing account by calling (360) 975-7000 and select Option 1.

**For all PCPs submitting encounters for the 2023 Global Quality P4P Program, you may use Office Ally or IEHP's portal to submit encounters. If you are contracted with one of IEHP's IPAs, you may contact them directly to discuss any concerns re: encounter submission.**

**Please remember, all encounters for the 2023 Global Quality P4P program must be received by IEHP by April 1, 2024.**

We appreciate your partnership and the care you provide to the Inland Empire.

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](mailto:ProviderServices@iehp.org)

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices