



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers
Date: February 23, 2024
Subject: Disconnection of Change Healthcare Systems

Attention Providers:

We have been notified by Change Healthcare of a security incident and its decision to disconnect its systems while it resolves the issue. As a Change Healthcare client, we have taken the appropriate measures to protect our own systems and will continue to monitor the situation to ensure our operational security. At this time, there is no indication that our systems or data have been impacted.

We are focused on ensuring access to care for our enrollees. Once electronic claims submission and electronic remittance advice functionality resumes, AmeriHealth Caritas District of Columbia will process all claims and issue remittances as quickly as possible within agreed-upon timelines.

Providers can check enrollee eligibility and authorization inquiry via NaviNet, our provider portal, or by calling Provider Services at 1-888-922-0007.

Sincerely,
AmeriHealth Caritas District of Columbia