

# Change Healthcare Cyber Incident | EHR-Specific Guidance

Disclaimer: We've compiled this page for informational purposes based on insights from our practices, conversations with EHR vendors, and other publicly available information. We can't guarantee its accuracy given this ever-changing situation, so please confirm with your vendor before taking any action.

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## AdvancedMD

<p><b>Impact</b> How is this outage impacting this EHR/PM system?</p>	<ul style="list-style-type: none"><li>• <b>Practice using Change Clearinghouse - High Impact.</b> AdvancedMD utilizes Change Healthcare as their primary clearinghouse. As a result, all practices are currently unable to check eligibility, submit claims, receive remittances, or check claim status. AdvancedMD is working to enable an alternate clearinghouse option by March 5 to allow held claims to be processed. Pending the success of this interim fix with Availity, practices may have the option to switch from Change to Availity permanently.</li><li>• <b>Payers using Change Clearinghouse - Moderate Impact.</b> Once claims are rerouted through Availity, practices will still continue to encounter errors submitting claims to a subset of payers who themselves utilize Change as part of their exchange infrastructure. Until these payers are able to migrate to other exchange services, it is expected this issue will persist.</li></ul>
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	<ul style="list-style-type: none"> <li>● <b>ePrescribing - Resolved.</b> As of March 2, Change has restored their prescription exchange service which should allow practices to ePrescribe medications, including EPCS.</li> </ul>
<p><b>Updates</b> Where can I find the latest updates about my EHRs response to this outage?</p>	<ul style="list-style-type: none"> <li>● AdvancedMD has created a <a href="#">FAQs page</a> regarding this outage with updates and guidance around common questions.</li> <li>● You can monitor <a href="#">AdvancedMD System Status</a> to view status of all services</li> <li>● You can also <a href="#">subscribe</a> to receive email alerts and get updates posted to the FAQs page</li> </ul>
<p><b>Options</b> What are my practice's options for dealing with this outage?</p>	<ul style="list-style-type: none"> <li>● Right now, the only option is to wait for AdvancedMD to establish an alternate path for claims processing through Availity. They intend to work through practice-by-practice in waves starting on March 5 and will notify you via an in-app alert when they begin on your practice. In the meantime, you should continue to enter all claims in AdvancedMD and can utilize payer portals to check eligibility as a workaround.</li> </ul>
<p><b>Switching Clearinghouses</b> If I want to switch clearinghouses, what steps do I take?</p>	<ul style="list-style-type: none"> <li>● Currently, AdvancedMD does not support any other clearinghouses but is working quickly to make Availity available as an alternative to Change. AdvancedMD will share more information on the results of their testing by March 5th at which time practices may evaluate switching from Change to Availity permanently to resume claims management operations.</li> </ul>

## Athenahealth

<p><b>Impact</b> How is this outage impacting this EHR/PM system?</p>	<ul style="list-style-type: none"> <li>● <b>Payer Clearinghouse - Moderate Impact.</b> At this time, the extent of impact to practices utilizing athenahealth is limited to a subset of payers (including but not limited to United Healthcare) who themselves utilize Change Healthcare as part of their electronic exchange ecosystem. For those payers, practices are unable to perform eligibility checks, submit claims, obtain remittances, or check claims status. Athena is actively working to establish alternate exchange paths for these payers.</li> <li>● <b>ePrescribing - Resolved.</b> As of March 2, Change has restored their prescription exchange service which should allow you to ePrescribe medications, including EPCS.</li> <li>● <b>Benefit Checks &amp; Prior Authorization - Resolved.</b> All other services that relied on Change Healthcare have been restored, including real-time benefit check (RTBC) and electronic prior</li> </ul>
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	<p>authorization (ePA).</p> <p>To assess the volume of claims being impacted at your practice, you can follow these steps:</p> <ul style="list-style-type: none"> <li>Go to Claims in the main purple menu &gt; Claim Worklists &gt; ATHENAHOLD in the left hand taskbar &gt; View by Reason &gt; Claim and dollar amount shows under “Global business requirement id #11324: Temporary Claim Hold”. This will provide a good idea of the volume of claims being held (and associated dollar amount) due to the Change Healthcare outage. You can also filter the Date Range to the “impacted” dates (since 2/21/2024).</li> </ul>
<p><b>Updates</b> Where can I find the latest updates about my EHRs response to this outage?</p>	<ul style="list-style-type: none"> <li>Athena is publishing updates related to this outage and its impact <a href="#">here</a>.</li> </ul>
<p><b>Options</b> What are my practice’s options for dealing with this outage?</p>	<ul style="list-style-type: none"> <li>Currently, the path to resolution is out of a practice’s control. Athena is actively working to establish alternate exchange paths for remaining payers and will default to sending paper claims as a last resort.</li> </ul>
<p><b>Switching Clearinghouses</b> If I want to switch clearinghouses, what steps do I take?</p>	<ul style="list-style-type: none"> <li>Switching clearinghouses is not a viable path for athenahealth customers.</li> </ul>
<p><b>Workarounds</b> What workflows might I implement as a workaround while I wait for resolution or for my clearinghouse switch to be completed?</p>	<ul style="list-style-type: none"> <li>No workarounds are currently recommended beyond utilizing payer portals where helpful in checking eligibility.</li> </ul>

<p><b>Impact</b> How is this outage impacting this EHR/PM system?</p>	<ul style="list-style-type: none"> <li>● <b>Practices using Change Clearinghouse - Low Impact.</b> A small subset of practices utilize Change Healthcare and CGM has been actively moving customers over to their eMEDIX clearinghouse.</li> <li>● <b>Payers using Change Clearinghouse - Moderate Impact.</b> Even if you're using eMEDIX as your clearinghouse, a subset of payers rely on Change for their own data exchange and therefore you will be unable to successfully submit claims or receive remittances from them until they establish an alternate path. CGM cites that over 90% of claims have already been successfully re-routed.</li> </ul> <p>Practices can view which claims are being impacted by the Change outage by following <a href="#">these steps</a>.</p>
<p><b>Updates</b> Where can I find the latest updates about my EHRs response to this outage?</p>	<ul style="list-style-type: none"> <li>● CGM is publishing updates related to this outage <a href="#">here</a>.</li> </ul>
<p><b>Options</b> What are my practice's options for dealing with this outage?</p>	<ul style="list-style-type: none"> <li>● <b>Wait for Change to be restored.</b> While not recommended, you can wait until Change brings their clearinghouse services back online. There is currently no timeline for this service to be restored and once they are it will likely take additional time for EHR vendors to test and enable service. Practices should anticipate the possibility of this outage continuing for several more weeks.</li> <li>● <b>Switch Clearinghouses.</b> Given the unknown timeline for Change to be restored, CGM recommends practices move to eMEDIX and are actively engaging customers to facilitate a quick transition.</li> </ul>
<p><b>Switching Clearinghouses</b> If I want to switch clearinghouses, what steps do I take?</p>	<ul style="list-style-type: none"> <li>● If you are utilizing Change as your clearinghouse and haven't already begun switching to eMEDIX, it is recommended that you initiate a switch by submitting a support ticket with CGM.</li> </ul>

## eClinicalWorks

<p><b>Impact</b> How is this outage impacting this EHR/PM system?</p>	<ul style="list-style-type: none"> <li>● <b>Practices using Change Clearinghouse - High Impact.</b> Approximately 2,900 eClinicalWorks practices utilize Change Healthcare as their clearinghouse and will be unable to submit claims or process remittances. Practices should consider switching clearinghouses.</li> <li>● <b>Payer using Change Clearinghouse - Moderate Impact.</b> Even if your practice doesn't utilize</li> </ul>
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	<p>Change Healthcare as your clearinghouse, hundreds of payers utilize Change exclusively to exchange data. For that subset of payers, a claim may be sent out of your eCW successfully, but error out before it can reach the payer. As a result, you'll be unable to submit claims or receive remittances for those payers until that payer has established an alternate exchange pathway.</p> <ul style="list-style-type: none"> <li>● <b>Prescriptions - Resolved.</b> As of March 2, Change has restored their prescription exchange service which should allow you to ePrescribe medications, including EPCS.</li> </ul>
<p><b>Updates</b> Where can I find the latest updates about my EHRs response to this outage?</p>	<ul style="list-style-type: none"> <li>● eClinicalWorks is publishing all updates and alerts on <a href="#">myeclinicalworks</a> which requires a registered account to access. They are also hosting two webinars on changing clearinghouses. Registration, recordings, and more information is available on <a href="#">myeclinicalworks</a>.</li> </ul>
<p><b>Options</b> What are my practice's options for dealing with this outage?</p>	<p>If you utilize Change Healthcare as your clearinghouse, you can:</p> <ul style="list-style-type: none"> <li>● <b>Wait for Change to restore services.</b> While not recommended, you can wait until Change brings their clearinghouse services back online. There is currently no timeline for this service to be restored and if/when it is it will likely take additional time for EHR vendors to test and enable service. Practices should anticipate the possibility of this outage continuing for several more weeks.</li> <li>● <b>Switch Clearinghouses (recommended).</b> eClinicalWorks recommends that practices utilizing Change switch clearinghouses. They are waiving switching fees and providing a fast track for practices to transition to Waystar or Trizetto clearinghouses.</li> <li>● <b>Implement Workarounds.</b> Practices can utilize payer portals to check eligibility, submit claims, and download remittances. You may also elect to print paper claims and submit them directly to the payers as needed.</li> </ul>
<p><b>Switching Clearinghouses</b> If I want to switch clearinghouses, what steps do I take?</p>	<ul style="list-style-type: none"> <li>● <b>Select clearinghouse option.</b> Practices can select a package from the options provided below. Pricing may vary in comparison to your existing package with Change. <ul style="list-style-type: none"> <li>○ <a href="#">Trizetto Packages:</a> <ol style="list-style-type: none"> <li>Integrated Package - \$89</li> <li>Enhanced Integrated Services Package - \$138</li> <li>Advanced Package Pro - \$199</li> </ol> </li> <li>○ <a href="#">Waystar Packages</a> <ol style="list-style-type: none"> <li>Standard - \$79</li> </ol> </li> </ul> </li> </ul>

	<p style="text-align: center;">ii. Advanced - \$129</p> <ul style="list-style-type: none"> <li>● <b>Submit Ticket to eClinicalWorks.</b> Practices will need to create a case to initiate switching clearinghouse services. It is advised that they include that they are wanting to change their clearinghouse as a result of the outage to help eCW prioritize their ticket accordingly. eClinicalWorks Post Sales team will coordinate the process of signing the contract addendum and assign the case to a Project Manager, who will facilitate a Kick-off Call and connect the practice to their desired vendor. The Project Manager will continue coordinating the remaining configurations and payer mappings needed until project completion.</li> <li>● <b>Re-Enroll with select payers.</b> Practices will need to complete any payer-specific re-enrollments necessary.</li> </ul>
<p><b>Workarounds</b>  What workflows might I implement as a workaround while I wait for resolution or for my clearinghouse switch to be completed?</p>	<p>eClinicalWorks has provided workaround options while the clearinghouse network remains offline, or as they wait for specific payers to transition to another clearinghouse vendor. (Guidance can be found <a href="#">here</a>)</p> <ul style="list-style-type: none"> <li>● <b>Payer Portals for Providers</b> <ul style="list-style-type: none"> <li>○ Payer portals require the provider to register to access the information. An NPI number, tax ID number, and other identifying information is required to complete the registration process.</li> <li>○ Practice can use the payer portals for manual claims submission, eligibility verification, and to review payment information.</li> </ul> </li> <li>● <b>Insurance Eligibility</b> <ul style="list-style-type: none"> <li>○ Providers are encouraged to verify eligibility manually via the payer portal or via telephone, and document the verification status in eCW until the outage is resolved..</li> <li>○ If Eligibility is verified via a Payer portal, save a PDF of the results for that specific DOS in patient documents for future reference by AR teams.</li> </ul> </li> <li>● <b>Payment Posting.</b> Providers are unable to download Electronic Remittance Advice (ERA) files from the clearinghouse while the clearinghouse network remains offline, resulting in the lack of ability to post payments. <ul style="list-style-type: none"> <li>○ Providers may obtain claim payment information in ERA or EOB format via the payer portal, but should not be posted if the payment itself has not been received via EFT or paper check.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Some ERA files downloaded from the payer portal may not post correctly within eCW, resulting in payment posting errors</li> <li>○ Payment information may be duplicated because of payments already posted once connectivity to the clearinghouse network is restored and outstanding ERA files are downloaded</li> </ul>
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## Epic

<p><b>Impact</b> How is this outage impacting this EHR/PM system?</p>	<ul style="list-style-type: none"> <li>● <b>Practices using Change Clearinghouse - High Impact.</b> Practices utilizing Change Healthcare as their clearinghouse are unable to check eligibility, submit claims, receive remittances, or check claim status.</li> <li>● <b>Payer using Change Clearinghouse - Moderate Impact.</b> Even if your practice doesn't utilize Change Healthcare as your clearinghouse, hundreds of payers utilize Change exclusively to exchange data. For that subset of payers, a claim may be sent out of Epic successfully, but error out before it can reach the payer. As a result, you'll be unable to submit claims or receive remittances for those payers until that payer has established an alternate exchange pathway.</li> <li>● <b>Prescriptions - Resolved.</b> As of March 2, Change has restored their prescription exchange service which should allow you to ePrescribe medications, including EPCS.</li> </ul>
<p><b>Updates</b> Where can I find the latest updates about my EHRs response to this outage?</p>	<ul style="list-style-type: none"> <li>● At this time, Aledade is not aware of any centralized communication channel Epic is providing updates through.</li> </ul>
<p><b>Options</b> What are my practice's options for dealing with this outage?</p>	<ul style="list-style-type: none"> <li>● <b>Wait for Change to restore services.</b> If you are using Change as your clearinghouse, while not recommended, you can wait until Change brings their clearinghouse services back online. There is currently no timeline for this service to be restored and if/when it is it will likely take additional time for EHR vendors to test and enable service. Practices should anticipate the possibility of this outage continuing for several more weeks.</li> <li>● <b>Switch Clearinghouses (recommended).</b> It is recommended that practices utilizing Change switch</li> </ul>

	<p>clearinghouses. To do so, you'll need to work directly with the technical support team that hosts your Epic instance.</p> <ul style="list-style-type: none"> <li>● <b>Implement Workarounds.</b> Practices can utilize payer portals to check eligibility, submit claims, and download remittances. You may also elect to print paper claims and submit them directly to the payers as needed.</li> </ul>
<p><b>Switching Clearinghouses</b> If I want to switch clearinghouses, what steps do I take?</p>	<ul style="list-style-type: none"> <li>● Since most Epic practices are utilizing instances hosted by a hospital or other entity, they are reliant on the technical support team from that entity to facilitate a clearinghouse switch. Practices utilizing Change as their clearinghouse should consider requesting support to transition to an alternate clearinghouse.</li> </ul>
<p><b>Workarounds</b> What workflows might I implement as a workaround while I wait for resolution or for my clearinghouse switch to be completed?</p>	<ul style="list-style-type: none"> <li>● <b>Utilize Payer Portals.</b> Practices may utilize payer portals to check eligibility, submit claims, receive remittances, and check claims status as a workaround.</li> </ul>

## Medent

<p><b>Impact</b> How is this outage impacting this EHR/PM system?</p>	<ul style="list-style-type: none"> <li>● <b>Practices using Change Clearinghouse - High Impact.</b> Change Healthcare is one of the most prevalent clearinghouses used by Medent. Many Medent practices are unable to check eligibility, submit claims, receive remittances, or check claims status at this time.</li> <li>● <b>Prescriptions - Resolved.</b> As of 3/2, pharmacies associated with Change Healthcare including Giant Eagle, are now receiving prescriptions electronically again. From about 2/21/2024 to 3/2/2024, scripts sent to affected pharmacies were rolling over to fax and scripts for controlled substances would return an error.</li> </ul>
<p><b>Updates</b> Where can I find the latest updates about my EHRs response to this</p>	<ul style="list-style-type: none"> <li>● MEDENT is working on a short-term playbook for practices to enable alternate claims submission.</li> <li>● The latest updates can be found in <a href="#">Change Healthcare Alternate Claims Methods</a>.</li> </ul>

outage?	<ul style="list-style-type: none"> <li>• Signup for eNewsletter to make sure you get the latest information. To sign up visit <a href="https://www.medentcommunications.com/">https://www.medentcommunications.com/</a>.</li> </ul>
<b>Switching Clearinghouses</b> If I want to switch clearinghouses, what steps do I take?	<ul style="list-style-type: none"> <li>• We are awaiting more detailed instructions from MEDENT, however, Medent has compiled step-by-step instructions with screenshots on configuring alternate claim submission options as a workaround on how practices can utilize <a href="#">Availity and PNT Data</a>.</li> </ul>

## Veradigm (formerly Allscripts Pro)

<b>Impact</b> How is this outage impacting this EHR/PM system?	<ul style="list-style-type: none"> <li>• <b>Practices using Change Clearinghouse - Low Impact.</b> Since the majority of Veradigm customers use the Payerpath clearinghouse solution, the impact on the revenue cycle is primarily limited to the payers that route their claims through Change Healthcare.</li> <li>• <b>Payers using Change Clearinghouse - Moderate Impact</b> Veradigm is currently assessing the migration of <a href="#">payers that utilize Change Healthcare</a> as their clearinghouse. Practices will experience disruption attempting to check eligibility, submit claims, and receive remittances for this subset of payers. As payers are migrated, if re-enrollment is required by the payer, Veradigm will communicate instructions through broadcast messaging. As of 3/4/24 05:00PM ET, Veradigm has rerouted 57% of their electronic claims volume that do not require claim enrollment.</li> <li>• <b>Patient Statement and Collection Letter printing - Low Impact</b> <ul style="list-style-type: none"> <li>○ PayMyDoctor / Patient Payment Lockbox - actively migrated to print with our new solution. We have moved 30% of our patient statement volume so far with plans to move an additional 20% by the beginning of next week. Please review your broadcast messages for details on Patient Statements and Collection Letters.</li> </ul> </li> <li>• <b>Prescriptions - Resolved:</b> As of 3/02/24, Change has restored their prescription exchange service which should allow you to ePrescribe medications, including EPCS.</li> </ul>
<b>Updates</b> Where can I find the latest updates about my EHRs response to this outage?	<ul style="list-style-type: none"> <li>• Veradigm is publishing updates related to this outage and its impact <a href="#">here</a>. Click Subscribe in the upper right corner to route notification updates to your email for direct delivery to your inbox.</li> </ul>

<p><b>Options</b> What are my practice's options for dealing with this outage?</p>	<ol style="list-style-type: none"> <li>1. <b>Wait for Change to restore services.</b> For practices utilizing Change, while not recommended, you can wait until Change brings their clearinghouse services back online. There is currently no timeline for this service to be restored and, if/when it is, it will likely take additional time for EHR vendors to test and enable integration. Practices should anticipate the possibility of this outage continuing for several more weeks.</li> <li>2. <b>Switch Clearinghouses.</b> If you are utilizing Change as your clearinghouse, it is recommended that you consider switching to one of Veradigm's clearinghouse solutions.</li> <li>3. <b>Implement workarounds.</b> Evaluate and implement workarounds utilizing payer portals provided below as needed while you await a resolution.</li> </ol>
<p><b>Switching Clearinghouses</b> If I want to switch clearinghouses, what steps do I take?</p>	<ul style="list-style-type: none"> <li>● Veradigm supports multiple clearinghouse solutions. For the minority of practices billing to Payers that use Change Healthcare as their clearinghouse, practices may elect to switch clearinghouses by initiating a case with Veradigm support. To see the up-to-date list of Payerpath payer claims that router through Change Healthcare you can follow the link, <a href="#">payers that utilize Change Healthcare</a>. Veradigm will continue to update this list of all affected payers.</li> </ul>
<p><b>Workarounds</b> What workflows might I implement as a workaround while I wait for resolution or for my clearinghouse switch to be completed?</p>	<ul style="list-style-type: none"> <li>● <b>Proactive Payer Re-enrollment:</b> Veradigm Payerpath is currently assessing the migration of payers that require claim enrollment, some of which may require provider action, and is requesting practices be proactive in completing the payerpath enrollment. This will allow Payerpath to complete the enrollment forms on your behalf for the payers that allow for it. To expedite the <a href="#">process</a>, please follow the guidance below: <ul style="list-style-type: none"> <li>○ Complete the Payerpath Enrollment Authorization form and create a case with Payerpath Support attaching the completed document. In the description of the ServiceNow, input <i>Completed Payerpath Enrollment Authorization</i>.</li> </ul> </li> <li>● <b>Eligibility:</b> Verify eligibility via payer portal or telephone.</li> <li>● <b>Electronic Claims &amp; Remittance:</b> Providers are also encouraged to use any payer-hosted portals, and payer-designated direct data entry (DDE) systems, when offered by the payer, to submit claims directly and download remits.</li> </ul>