



IMPORTANT NOTIFICATION: CHANGE HEALTHCARE CYBERSECURITY INCIDENT IMPACTING PHYSICIANS HEALTH PLAN OPERATIONS

March 8, 2024

As a follow-up to our Feb. 29, 2024, communications regarding the Feb. 21, 2024, Change Healthcare (CHC) cybersecurity incident, Physicians Health Plan (PHP) is providing information to help providers check members' eligibility and submit claims if you use CHC clearinghouse to conduct EDI transactions.

Checking member eligibility and benefits:

You can check member eligibility and benefit information via the [PHP provider portal, MyPHP](#). You can also contact PHP Customer Service by calling 800.832.9186 Monday – Friday, 8:30am -5pm.

Submitting claims:

You can submit claims through the Trizetto Provider Solutions TTPS clearinghouse by following the steps below. There is no cost for this service. PHP also accepts paper claims.

- Send an email requesting access to the clearinghouse to physiciansales@cognizant.com with the following information:
 - Practice Management System Name
 - How many providers you have in your practice
 - Typical claim volume
 - Contact information for your practice
 - Tax ID and NPI numbers

- Paper claims can be mailed:
 - In Network:
 - PO Box 313
 - Glen Burnie MD 21060-0313
 - Out of Network:
 - PO Box 247
 - Alpharetta GA 30009-0247

PHP claims processing and payment:

The Change Healthcare (CHC) cybersecurity incident is causing a delay in our claims processing and payment. PHP is working to identify a work around to process claims and pay claims as quickly as possible. We will pay any applicable interest when we resume normal claim processing.



Obtaining prior authorization and referrals:

Providers submitting prior authorization and referrals through the PHP EZ Auth / Referral process should not see any interruptions or delays.

Medical records submitted to Change HealthCare:

If you have sent medical records to Change HealthCare as requested and have not received a response or resolution regarding the request, you can forward a copy of the medical records to our Compliance Department at:

Physicians Health Plan
Attn: Compliance
PO Box 30377
Lansing MI 48909-7877
517.364.8406

Please note: Documents larger than 25 pages should be mailed due to fax limitation.

Questions:

Please contact your Provider Relations Team at PHPProviderRelations@phpmm.org for any assistance.