Provider Alert

Select Health of South Carolina
Healthy Connections

To:	**Select Health of South Carolina Providers**
From:	**Select Health Provider Network Management**
Date:	**March 4, 2024**
Subject:	**Change Healthcare System Interruption - Update**

Change Healthcare, our electronic data interchange (EDI) clearinghouse for claims and payment cycle management, continues to address their network interruption related to a security incident. Below are updates for our systems and processes:

1. **Claims payments:** We have resumed payments for claims submitted <u>prior</u> to the incident.

2. **Electronic remittance advice**: Electronic remittance advices are available at this time. However, some individual remittance advices may not be available due to Change Healthcare's security incident.

3. **Prior authorization submission and processing:** The prior authorization systems continue to operate normally.

4. **Eligibility verification, claim status inquiry, and authorization inquiry**: These capabilities continue to be available via NaviNet. If you do not have access to NaviNet provider portal, please visit **https://register.navinet.net/** to sign up.

5. **Electronic claims submission**: Our claims submission process relies on Change Healthcare transmitting the claim to Select Health. Since Change Healthcare is still unable to accept claims submissions, providers who submitted claims during the outage may be able to resubmit them either through alternative solutions, or through Change Healthcare once Change Healthcare's connectivity is restored. We understand the inconvenience this is causing providers and we are working on alternate claims submission solutions. We will notify providers when the alternate solutions are available.

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments any sooner. If you have other questions, you may contact our Provider Contact Center at **1-800-575-0418**.

We thank you for your partnership and will continue to provide updates as we work to resolve the downstream impacts of Change Healthcare's service interruption.