

Update on the Change Healthcare (CHC) Outage

Dear Provider,

As a result of the Change Healthcare cyber-attack dated February 21, 2024, MetroPlusHealth temporarily extended claim appeals for impacted claims by an additional 30 days beyond standard timeframes.

Starting September 1st, 2024, such temporary extension will end, and claims appeals will follow standard timeframes as outlined in your provider service agreement.

If you have any questions, contact us at Changehealthcareresources@metroplus.org or call our Provider Call Center at 800.303.9626. We are here to support you.

To access our latest communications and resources on the impact of the Change Healthcare cyberattack, visit <https://metroplus.org/changehealthcare/>.

Thank you for your cooperation.