



Optum Alaska

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Alaska Medicaid Provider Message

Change Healthcare Cyber Security Issue March 1, 2024

On February, 21, 2024, Change Healthcare was made aware of an outside threat gaining access to the Change Healthcare environments. Once this threat was identified and at the interest of protecting our partners and patients, immediate action was taken to disconnect Change Healthcare's systems to prevent further impact. This action was taken so that our partners and patients do not need to.

We have a high-level of confidence that Optum, UnitedHealthcare and UnitedHealth Group systems have not been affected by this issue.

We are working on a multi-approach plan to restore the impacted Change Healthcare environments and will not take any shortcuts or take any additional risks as we bring our systems back online. We will continue to be proactive and aggressive in our response to any suspected issue with the system, we will immediately take action and disconnect.

Recognizing that some Alaska Medicaid providers have communicated concern over impact to their Change Healthcare supported clearinghouse operations, as an optional alternative for submitting claims, [Provider Express](#) is available to providers who have been impacted.

For provider organizations impacted by this issue, Optum Financial Services has set up a Temporary Funding Assistance Program, please visit [Optum Financial Services Temporary Funding Assistance](#) for more information and to enroll. An Optum Pay account is required to enroll.

For your awareness, general information, and FAQs about this event can be found here, [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#). We will provide updates as more information becomes available.

Questions? Please contact Provider Relations at akmedicaid@optum.com