



Memorandum

To: All Providers
From: Compliance Department
Date: 04/01/2024
Re: Providers Impacted by Change Healthcare's Cyberattack

On February 21, 2024, Change Healthcare experienced a cyberattack that has significantly impacted Change Healthcare's ability to operate. The Holman Group is not contracted with Change Healthcare and has not been impacted by the recent incident.

Below is guidance on how The Holman Group may assist Providers/ Facilities that may have been directly impacted by Change Healthcare's cyberattack.

1. **Accept paper claims:** The Change Healthcare cyberattack has impacted providers' ability to submit claims electronically. To prevent delays, we encourage providers/ facilities to submit paper claims if their claims submission process has been affected by Change Healthcare's cyberattack. Paper claims can be submitted to Holman by mail or directly through our online provider portal. Please contact our Provider Relations Department at 800-321-2843 if you need access to our online provider portal.

Mail: The Holman Group
Attention: Claims Department
PO Box 8011
Canoga Park, CA 91309

2. **Timely claim filing requirements:** If providers'/ facility claims submission process has been affected and have received a denial for untimely filing, please submit an appeal for claims reimbursement/ reconsideration to our office citing the reason for appeal "Change Healthcare Cyberattack". Appeals may be submitted to Holman:

Mail: The Holman Group
Attention: Claims Department
PO Box 8011
Canoga Park, CA 91309
Fax: 818-704-9339
Email: grievance@holmangroup.com

Please contact the Holman Group's Provider Relations Department at 800-321-2843 if you have any questions.