



Division of Specialized Care for Children

Subject: Update on Payment Processing Delays Due to Cyber Incident

Dear Valued Providers,

We want to provide you with an important update regarding the recent cyber security incident at Change Healthcare, a third-party system the Division of Specialized Care for Children (DSCC) uses for processing electronic claims.

Specific Impact:

Change Healthcare has disconnected their systems, which prevents DSCC from receiving claims data. To ensure the integrity of our systems and data, DSCC is blocking all network traffic from Change Healthcare until we have determined that the incident is resolved. This will cause a temporary halt to the processing of all electronic claims until the situation with Change Healthcare is fully resolved.

Ongoing Measures and Next Steps:

- **Temporary Suspension of Electronic Claims Processing:** As a precaution, DSCC will not process claims submitted electronically until further notice. We are actively exploring alternative methods to minimize disruptions to our providers and will communicate these options as soon as they are available.
- **Change Healthcare Updates:** For the latest information on the incident, including progress towards resolution, please visit Change Healthcare's status page directly at <https://status.changehealthcare.com/incidents/hqpjz25fn3n7>.

Communication and Support:

- **Regular Updates:** DSCC will continue to send out updates to keep you informed about the situation and any necessary actions you may need to take.
- **Assistance:** Should you have any immediate concerns or require support, please do not hesitate to reach out to O365-DSCCClaimsStatus@uic365.onmicrosoft.com or your assigned DSCC liaison.

Commitment to Security and Privacy:

We understand the importance of timely payments for the services you provide and are working diligently to address this issue. Protecting our digital infrastructure and maintaining the privacy of our participants and providers remain our utmost priority. DSCC will closely monitor any potential impact to our participants and take appropriate action as needed.

We appreciate your patience and cooperation during this time and apologize for any inconvenience this may cause. Your understanding and support are invaluable as we navigate through these challenges.

Thank you for your continued partnership with DSCC.