



## **Division of Specialized Care for Children**

Feb. 26, 2024

**Subject: Provider Notice #2: Payment Processing Delays Due to Cyber Incident**

Dear Providers,

Thank you for your support and for serving DSCC Home Care participants while we continue to face the challenges associated with the Change Healthcare cyber incident.

Due to this recent incident with Change Healthcare, we are implementing a temporary solution to assist in managing claims submission to DSCC for payment. We are able to set up a BOX link for providers to securely submit Home Care claims.

This link will only be in effect until the Change Healthcare cyber incident has been resolved. The link is specific to your agency and should not be shared with others.

We can only accept the DSCC Home Care Claims Form 5512 for all claim submissions. This form must be completed in full and submitted correctly to ensure the timely processing of claims.

If you require assistance in obtaining a BOX link for submitting documents, please email us at this link: [O365-DSCCclaimsStatus@uic365.onmicrosoft.com](mailto:O365-DSCCclaimsStatus@uic365.onmicrosoft.com).

As always, thank you for your continued partnership with DSCC.