



March 21, 2024

Secretary Xavier Becerra  
Department of Health and Human Services  
200 Independence Ave., SW  
Washington, D.C. 20201

**Re: Nonprofit, Community Health Plans Continue to Support Providers Throughout Change Healthcare Cyberattack**

Dear Secretary Becerra,

The Alliance of Community Health Plans (ACHP) acknowledges the urgency and need to partner with providers to navigate the fallout caused by the cyberattack on UnitedHealth Group's technology arm, Change Healthcare. Our nonprofit, community-based and provider-aligned health plan members continue to use various tools, systems and processes to stay close to their clinical partners. ACHP member companies reiterate their commitment to working with the administration and affected providers to ensure the whole provider community has access to the appropriate information and resources.

ACHP is the only national organization promoting the unique payer-provider aligned model in health care – a model which has proven resilient through the pandemic and the Change Healthcare crisis. ACHP member companies collaborate with their provider partners to deliver higher-quality coverage and care to tens of millions of Americans across nearly 40 states and D.C. and in all lines of business. Thanks to ACHP member companies' model and close provider partnerships, plans were able to take swift action with proven successes.

Until payers and providers receive confirmation that Change Healthcare systems are thoroughly vetted and secure through independent attestation, ACHP member companies are committed to providing workarounds and solutions to providers. These workarounds include rerouting and reestablishing claims processing connections, advancing payments where appropriate and providing flexibility within existing contract terms as needed. For examples, see ACHP's previous [letter](#) March 15. Most importantly, our nonprofit, community health plans continue to support and engage with providers by way of:

- Proactively directing calls and emails to all contracted providers.
- Leveraging historical claims data to target direct communication to the most at-risk and/or smallest providers.
- Posting resources and directions for assistance on websites.



- Providing updates via provider newsletters and other communications.

ACHP member companies contacted providers as soon as Change Healthcare systems went down, offering assistance, workarounds and information. In addition, ACHP members' payer-provider aligned model enabled the plans to flag providers with any abnormalities that might indicate impact from the cyberattack. Health plans' provider relations teams have been working 24/7 with their partners, often offering direct person-to-person level communication and assistance. Call centers have added staff to handle the increased volume.

ACHP member companies will continue to support their communities and providers as Change Healthcare resolves its systems. We look forward to updates and announcements from the administration and UnitedHealth Group, including:

1. Steps the Department is currently taking or intends to take to ensure all of UnitedHealth Group's business lines are secure.
2. How the Department will ensure Change Healthcare has independent, third-party attestation/validation to the security of the restored systems.
3. Long term consumer support process and educational outreach for individuals that may have had their personal health information leaked through the cyberattack.

Community health plans look forward to a better understanding of these next steps by the Department and UnitedHealth Group. Thank you for your attention to this issue. Please contact Dan Jones, Senior Vice President of Federal Affairs, ACHP ([djones@achp.org](mailto:djones@achp.org)) with any questions or to discuss our recommendations further.

Regards,

Ceci Connolly  
President and CEO