



March 27, 2024

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

**Re: Nonprofit, Community Health Plans Response Update to UnitedHealth Group's Change Healthcare Cyberattack**

Dear Secretary Becerra,

ACHP and its member companies continue to address provider community needs resulting from UnitedHealth Group's Change Healthcare system shutdown. From the day of the attack, our nonprofit plans have delivered a variety of targeted and timely workarounds. The nature of these workarounds depends on individual provider circumstances, but include: advance payments, claim deadline flexibility, paper claim and temporary check processes, assistance establishing new clearinghouse connections and more.

We appreciate the Administration's attention to this issue as health plans implement multiple time and resource intensive processes and are working diligently to ensure care pathways are not disrupted. We eagerly await news on restoration of UnitedHealth Group's systems and independent third-party attestation to ensure safe, secure transactions moving forward. In the coming weeks, we will engage with CMS on potential impacts affecting Medicare Advantage star ratings to ensure quality measurement is accurate and fair.

We thank the Administration for its partnership throughout this matter and will continue to raise any concerns flagged by our nonprofit community health plan members and their provider partners. 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