



March 19, 2024

The Honorable Xavier Becerra  
Secretary  
U.S. Department of Health & Human Services  
200 Independence Avenue, S.W.  
Washington, DC 20201

Dear Secretary Becerra:

Thank you for your continued commitment to addressing the ongoing impact of the cyberattack on Change Healthcare, your dedication to ensuring that all patients continue to access care without disruption, and the attention of your team in identifying and resolving issues facing the provider community.

As representatives of the health insurance industry, we share this dedication and are committed to continuing our efforts in support of patients, providers, and the broader health system during this period of significant operational upheaval.

In the immediate aftermath of the cyberattack, our members took urgent action to maintain continuity in patient care for millions of Americans. As a result, our members report that patients have broad access to essential and routine medical services and prescriptions without disruption and that the overwhelming majority of providers have resumed claim submissions, received timely payments, and maintained their operations.

At the same time, we heard you and your team express that some independent, small providers, especially safety-net groups and practices, are still experiencing operational challenges and cash flow disruption given their limited ability to adopt new processes or alternative solutions. To support these providers as we move towards the “last mile” in our collective response, you have our commitment to advance the following joint priorities:

- Engaging in proactive and data-driven outreach to the group of remaining providers facing operational challenges with claims processing or reimbursement;
- Supporting provider partners who switch to alternative payment and claims processing services;
- Giving flexibility for those providers who are unable to make new connections;

- Providing targeted advance payments to impacted providers in need; and
- Expediently working to clear incoming claim batches to continue timely reimbursement.

You have our commitment that we will continue to work tirelessly to address and resolve challenges. We will track progress over the next several days and will keep you and your team notified as we support operations coming fully online. A critical component to achieve that goal is strong, independent, and written attestation that impacted Change Healthcare technologies are safe for reconnection.

Thank you for your engagement to date and your commitment to work with us to address these shared challenges. Please contact us if you have any questions.

Sincerely,

Alliance of Community Health Plans  
Association for Community Affiliated Plans  
AHIP  
Blue Cross Blue Shield Association

CC:

Andrea Palm, HHS Deputy Secretary  
Neera Tanden, Domestic Policy Advisor  
Anne Neuberger, Deputy National Security Advisor  
Chiquita Brooks-LaSure, CMS Administrator  
Jon Blum CMS Deputy Administrator  
Brian Mazanec, HHS-ASPR Deputy Director  
Melanie Fontes Rainer, HHS-OCR Director