



Release Date: 3/11/2024

Memo: CMS Statement on Continued Action to Respond to the Cyberattack on Change Healthcare Dated 3/9/2024

The Centers for Medicare & Medicaid Services (CMS) is monitoring and assessing the impact the cyberattack on UnitedHealth Group's subsidiary Change Healthcare has had on all providers and supplier types. CMS also recognizes that many Medicare providers are deeply affected by this impact and is urging Medicare Advantage Contractors (MACs) to make prospective payments to affected providers. If you are affected by the Change Healthcare cyberattack and in need of urgent payments, please follow the instructions below for the Advanced Payment Option.

- Complete and sign the [Clear Spring Health Vendor EFT Request Form](#).
- Complete and sign [W9](#) within the last 2 years.
- Email **both** completed and signed forms to ap.invoice@clearspringhealthcare.com or fax 847-692-3225 CSH Accounts Payable Dept.

Once Clear Spring Health Finance department receives the request, an estimate will be generated using claims history and payment history as a comparison.

If you have any questions or concerns about this process, please feel free to contact us via email.

Clear Spring Health Finance Department at ap.invoice@clearspringhealthcare.com or

Claims Department at claims2@clearspringhealthcare.com

We appreciate your business in servicing our members.

Sincerely,

Miguel Salgado

Medical Claims Director