

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

February 23, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Change Healthcare Cyber Incident

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

Molina Healthcare became aware of a security incident at vendor and business associate, Change Healthcare. Change Healthcare, an Optum, Inc. subsidiary, is currently experiencing a network interruption related to a cybersecurity issue, and its experts are working to address the matter.

Change Healthcare provides provider payment solutions and claims clearinghouse intake services. Change Healthcare became aware of an outside threat, and in the interest of protecting partners and patients, on 2/21/2024, Change Healthcare took immediate action to disconnect its systems to prevent further impact. Molina Healthcare is investigating the matter and working with Change Healthcare to better understand the scope of the incident.

Molina regrets that this happened. At this time, we have no indication that any Molina member information has been compromised by this security incident. Please be aware that claims and/or payment processing may be delayed. Molina is not receiving claims or paying claims via Change Healthcare at this time, and we are currently evaluating possible workarounds to address any concerns.

Change Healthcare will be providing updates to Molina Healthcare as more information becomes available.

Provider Action

There is no provider action required.



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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|---|---|--|--|
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