

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Services
Date: February 23, 2024
Subject: Change Healthcare's Cyberattack & Alternate Claims Submission Options

Dear Santa Clara Family Health Plan (SCFHP) Provider Network,

One of our clearinghouses, Change Healthcare a division of Optum Health Group, has experienced a cyberattack. In response to the security incident, Change Healthcare has shut down their operational systems. As a result, SCFHP is temporarily not receiving claim submission through the Change Healthcare clearinghouse.

SCFHP has two alternate options for claim submission. We have a direct contract with Office Ally as an alternate clearinghouse for EDI claim submission. Additionally, we are opening the option to submit hardcopy paper claims. Details regarding the alternate options are listed below. Please reach out to our Provider Network Team if you have any questions.

Office Ally:

Payor ID 24077

Contact Info

1. Call 360-975-7000 ext 3
2. Create account online: cms.officeally.com

Hardcopy paper claims (using the red/drop-out forms) can be mailed to the following address:
SCFHP
PO Box 18640
San Jose, CA 95158

If you have any questions, please contact ProviderServices@scfhp.com.

Thank you for your ongoing partnership!