



**March 15, 2024**

**Nevada Medicaid Web Announcement 3309**

## **URGENT NOTIFICATION: Claim Submission Options During Optum Change Healthcare (CHC) Network Service Outage**

On February 21, 2024, Optum Change Healthcare (CHC) experienced a network service interruption as a result of a cyber security issue. As a result, electronic claim submission through Change Healthcare has been unavailable.

Nevada Medicaid providers have several options for claim submission during the CHC outage:

- 1) Providers may use the Electronic Verification System (EVS) to submit claims via direct-data-entry (DDE). For instructions on submitting, refer to the [Nevada Medicaid YouTube Channel](#) or [Chapter 3 of the EVS User Manual](#).
- 2) Providers may register as a Trading Partner with Nevada Medicaid to submit claims via Electronic Data Interchange (EDI). For information on registering, please see the [Trading Partner User Guide](#).

Nevada Medicaid appreciates your partnership and continues to explore all available options to mitigate this situation to avoid financial harm. Providers that are experiencing financial hardship due to this outage are encouraged to reach out to Nevada Medicaid at [nevadaprovidertraining@gainwelltechnologies.com](mailto:nevadaprovidertraining@gainwelltechnologies.com).

We encourage providers to monitor [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#) page for any updates related to this outage.

**Providers not directly utilizing CHC can and should continue utilizing their current method for claims submission.**