

Change Healthcare Security Incident

The Centers for Medicare & Medicaid Services (CMS) and National Government Services, Inc. (NGS) are aware that Change Healthcare recently suffered a cyber-attack. Change Healthcare is a clearinghouse vendor that connects providers with insurance payers and has operations that impact the submission of Medicare claims, including NGS. At this time, there is no indication that NGS' systems have been compromised. This is not a CMS or NGS incident.

We know you are working hard to make sure your patients have continued access to care and this matter is very concerning. We are gathering more information as the situation unfolds, assessing all options, and will provide updates when they become available.

If your Electronic Data Interchange (EDI) clearinghouse is impacted, we recommend you check with them for further instructions.

What options do providers have to submit their Medicare claims?

- I. Medicare Part B Providers can use our provider portal, NGSConnex, for Part B claim submissions. This is a free option, and the provider may already be enrolled with NGSConnex. Please note, NGSConnex does not offer batch claim submission. Claims must be submitted one at a time.

Please click the following link for more information about NGSConnex: [NGSConnex - NGS MEDICARE](#).

- II. Medicare Part A Providers can use FISS DDE (Direct Data Entry) for Part A claim entry. This is a free option, and the provider may already be enrolled with NGSConnex. Please note, FISS DDE does not offer batch claim submission. Claims must be submitted one at a time.

Please click the following link for more information about FISS DDE: [Contact Information - NGS MEDICARE](#).

- III. Providers can enroll with a clearinghouse. Please click the following link for more information on EDI enrollment: [EDI Enrollment - NGS MEDICARE](#)

Please Note: Providers submitting claims electronically can have multiple Trading Partner IDs, but from the Remittance (X12 835) perspective, they can only be linked to one Trading Partner ID.

Please be sure to visit the News Section on our website at www.NGS Medicare.com for updated information.

To stay informed we recommend signing up for our email updates: [Subscribe for Email Updates](#)

