

## Support for providers using Change Healthcare as their EDI Clearinghouse

On Wednesday, Feb. 21, 2024, Change Healthcare — an independent company — experienced a cybersecurity incident.

Blue Cross Blue Shield of Michigan and Blue Care Network systems weren't affected by this incident and, at this time, there is no indication from Change Healthcare of any member impact.

However, we know some of our network partners use Change Healthcare to support core transactions, such as eligibility and benefit checks and claims submission. Blue Cross Blue Shield of Michigan and Blue Care Network are here to support you and avoid negatively affecting member care.

Here are some options for you to consider:

### Checking member's eligibility and benefits

You can check member eligibility and benefit information:

- Through the Blue Cross and BCN provider portal ([availity.com](https://availity.com)\*)
- By calling Provider Inquiry as follows:
  - Facilities: Call 1-800-249-5103
  - Professional providers: Call 1-800-344-8525

### Submitting claims, checking claims status and viewing remittance advices

Here are some things you should know:

- **Don't submit paper claims**, as this will delay payments.
- You can submit claim batch files through Availity® Essentials or through FTP. To learn more and to view training demonstrations, see the [Availity Lifeline\\*](#) webpage.
- You can determine claims status and view remittance advices through our provider portal. For more information, see the document titled [Locating a voucher or remittance advice through our provider portal](#).
- You can determine claims status by calling Provider Inquiry at the phone numbers above.

### Questions

If you have questions about setting up or working in our provider portal or about the administrator role, see the [Register for web tools](#) page on our [bcsm.com](https://bcsm.com) website.



**Blue Cross  
Blue Shield  
Blue Care Network**  
of Michigan

Nonprofit corporations and independent licensees  
of the Blue Cross and Blue Shield Association

## Provider alert

**Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
BCN commercial and BCN Advantage<sup>SM</sup>**

**Category: Billing/claims/coding**

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Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.