



LAST UPDATED May 17, 2024

Change Healthcare Disruption Recap

VIVA HEALTH was notified by Change Healthcare on February 21, 2024 of a significant cyber-attack against Change Healthcare. The cyber-attack caused significant cascading and disruptive effects on revenue cycle, technology, and clinical authorizations across the entire healthcare sector.

Like many other organizations, VIVA HEALTH utilized Change Healthcare for a number of services, including electronic data interchange (EDI) transactions. Change Healthcare is one of the largest healthcare technology companies in the United States, and many of our providers use Change Healthcare to submit claims to us. VIVA HEALTH has restored our connectivity with Change Healthcare and we are seeing a significant volume of claims submitted. We still have no reason to believe that any member or provider information was affected.

Change Healthcare has been providing regular updates regarding their investigation and business restoration activities. The following is a link to the latest information regarding restoration of business functions.

[Click here for updates from Change Healthcare \(owned by UnitedHealth Group\).](#)

New EFT Payment Options

Thank you for your patience as we work to resolve VIVA HEALTH's claims and payment disruption from Change Healthcare's cyber security incident. As an organization, we focus on ensuring access to care and prompt payment for those services. Towards that end, it is important that we have multiple ways for you to transact with us.

VIVA HEALTH has now partnered with Zelis to resume EFT payments.

In order to receive digital payments with Zelis, please see below:

For New Users:

- **Zelis ePayment Center:** Here you can register for electronic funds transfer (EFT) and electronic remittance advice (ERA) services from VIVA HEALTH at no cost to you. Electronic payments will begin as soon as your setup is complete. To enroll, please visit <https://viva.epayment.center>.



LAST UPDATED May 17, 2024

- **Upgrade to Zelis ACH+:** If you haven't already, you can upgrade to ACH+ through the Zelis Payments Network. For a small fee, providers can streamline payments and remittances from an additional 450+ payers through a single portal allowing customization of payment and data preferences, including clearinghouse delivery. Additional electronic options are also available. To enroll, please contact Zelis at 1.855.496.1571.
 - To view the full list of impacted payers that Zelis supports, please visit <https://provider.zelis.com/let-payments-flow>.

For Current Zelis Payment Network Users:

- **If you are already part of the Zelis Payments Network** and currently receive electronic payments, no action is needed! Your electronic preferences will be honored. Zelis will transfer electronic payments to you for these claims as soon as possible using your preferred payment method of ACH+ or Virtual Credit Card (VCC) under the same terms you have today.

Update on Optum iEDI

In addition to Zelis, we wanted to provide an update on the Optum iEDI (Intelligent Electronic Data Interchange) system.

VIVA HEALTH now has two services up and running through Optum iEDI:

- 1. Eligibility**
- 2. Claims Verification Processing**

For further questions on Optum iEDI and/or to check your status, please visit the following website: [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#)

Thank you for your continued partnership as we work together to care for our members and community.