



April 9, 2024

## NOTICE: CHANGE HEALTHCARE & SUBMITTING MEDICAL CLAIMS

Dear Provider,

***UPDATE as of 4/2/2024: Kalos Health MLTC will be utilizing a new clearinghouse called Smart Data Solutions (SDS). The final testing has been completed and we are awaiting on a go-live date, which we should hear very soon. As soon as we have more detailed information on go-live dates, we will share with providers. Once Kalos Health MLTC brings SDS live in production, other clearinghouses will forward claims to SDS. In the interim, please review the materials provided by SDS [here](#) and watch this [helpful video](#), which demonstrates the ease of signing up with SDS.***

Kalos Health MLTC utilizes Change Healthcare as the clearinghouse for electronic claims submissions. Due to the cybersecurity issue that occurred on February 21, 2024, Change Healthcare suffered a cyber-outage and has isolated its systems to prevent further impact. This action has resulted in Change Healthcare, and in turn, Kalos Health and other Plans nationwide, being **unable to process electronic claim submissions**. Despite the Change Healthcare network disruption, **Kalos Health would like to continue processing provider claims** related to its members. Until further notice, we are encouraging providers to submit claims using one of the three methods indicated below.

- **Option 1:** Mail paper claims (Primary & Secondary)  
Kalos Health MLTC  
ATTN: Claims Department  
2424 Niagara Falls Blvd  
Niagara Falls, NY 14304
- **Option 2:** Secure/Encrypted Email Claim Submission (Primary & Secondary Claims)  
Email address: [Claims@kaloshealth.org](mailto:Claims@kaloshealth.org)  
Subject Line: Original/Corrected Claim Submission
- **Option 3:** Secure Fax Claim Submission (Primary & Secondary Claims)  
Fax Number: 716-216-8462  
Fax Cover Sheets **need** to include:
  - To: Kalos Health MLTC – Claims Dept.
  - From: Provider Name
  - Subject Line: Original/Corrected Claim Submission
  - Pages: Correct number of pages to ensure proper submission

Change Healthcare was also processing 835 remittances. **This service is not available at this time due to Change Healthcare's cybersecurity issue.** Either remittances will be sent with your paper check or to the email we have on file if you receive payments electronically. Kalos Health does not utilize Change Healthcare for releasing payments to providers so **payments will continue to be released to providers using the un-related third party payer.**

If you have any questions in regards to the notice above, please call 716-304-1212 and ask for the Kalos Health MLTC Claims Department or email at [claims@kaloshealth.org](mailto:claims@kaloshealth.org). For more information about the Change Healthcare cybersecurity issue: <https://www.unitedhealthgroup.com/changehealthcarecyberresponse>.

Thank you for your understanding and we appreciate your patience as we work through this. We will keep you updated as we learn more.