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April 5, 2024

Hafa Adai TakeCare Provider Partner

We are experiencing challenges and issues concerning the cyber security breach of Change Health Care.

To help with this breach, TakeCare is committed to providing your clinic/practice with payments for claims submitted for covered services to our eligible TakeCare members. However, these payments will not reflect any adjustment for any coding & billing guidelines edit. Once the Change Health Care issues are resolved, TakeCare will re-adjudicate your clinic/practice claims and adjust for any applicable coding & billing edit. Corresponding updated EOBs with the coding guidelines adjustment will be provided as part of this re-adjudication process. TakeCare is notifying you that this process might result in claims recoveries which will be applied against your future claims payment.

If you have any further questions or concerns, please do not hesitate to contact our Claims team through the following team members:

Ritchell Valenzuela  
(671) 646-6956, 7151  
[Ritchell.Valenzuela@takecareasia.com](mailto:Ritchell.Valenzuela@takecareasia.com)

Eugenelle Cabrera  
(671) 646-6956, x7133  
[Eugenelle.Cabrera@takecareasia.com](mailto:Eugenelle.Cabrera@takecareasia.com)

TakeCare will do its best in providing up-to-date information and notify all concerned parties as soon it this issue is resolved and we can resume our standard claims coding guidelines process.

We thank you and appreciate your continued support and understanding as we work with Change HealthCare on the resolution of issues relating to their recent breach.

  
Arvin Lojo  
Health Plan Administrator  
TakeCare Insurance Company, Inc.