

MEMO TO: CLINIC MANAGERS, BILLING MANAGERS, AND PROVIDERS

Effective 02/28/2024

Hafa Adai TakeCare Provider Partner,

In order to ensure the utmost protection of TakeCare's systems and maintain a rigorous cyber-security policy and process, TakeCare is advising your practice that Change Healthcare (CHC) was recently attacked and is in the process of addressing their security issues. This incident affects TakeCare's claims processes including, but not limited to, electronic claims submissions, electronic remittance advice (ERA), eligibility and benefit verification. Because of this incident, these processes will not be currently available until CHC has resolved it. This approach is undertaken to secure the safety and integrity of TakeCare's data exchange and ensure the protection of personal health information (PHI).

In light of this unexpected situation and the unforeseen timeline for resolution, TakeCare is allowing your practice an additional thirty (30) days in addition to the ninety (90) day time frame to submit electronic claims to TakeCare. Likewise, please inform us on how you want ERA/835s to be sent to your practice during this period.

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

If you have any further questions or concerns, please do not hesitate to contact our Provider Relations team at tc.provider@takecareasia.com or directly contact the following team members:

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Thank you for your continued support and partnership.