

A client from MO was deeply hampered by the Change Healthcare Cyber Attack

About the Client

One of our top multi-specialty client from MO was profoundly affected by the change healthcare cyber attack. Ecare worked closely with them providing prompt and alternate services and solutions ensuring to bring normalcy in very short span without letting the issue affect our clients bottom-line.



Service Offered: Payments and AR



Specialty: Multi-Specialty



Practice Management System: ECW

Business Challenges:-

Change Healthcare had a cyber-attack in the third week of February 2024 that affected our clients systems to go offline due to which they were about to start shutting down critical healthcare services. The sudden issue had hampered the entire claims processing, payment of ERAs, the clearing of rejected claims.

Our client was clueless on how to handle the sudden offset of issues and Ecare team had to dive in to balance the situation with our expertise and ensure our client was provided with alternative solutions



Ecare Approach to the issue



Based on the challenges and issues identified, Ecare team of expertise started working with the below solutions:

- ✓ Ecare team promptly took action providing the clients with all feasible alternative solutions along with impact estimates.
- ✓ Ecare team provided a list of payers based on each client account, where claims can be submitted on paper or straight into the payer online portal. Claims that were getting close to their due dates were given priority.
- ✓ Ecare team expeditiously deployed additional staffs to augment support to our client's, given that manual online entry takes longer than electronic submission.
- ✓ **We have successfully submitted around 3362 claims totaling \$1.17 million through websites across all client accounts.**
- ✓ Ecare team used the payer web site to manually obtain 835/EOBs and then posted the payment in the PM system, ensuring that our providers have a track on collections and plan their financial situation.

Process Optimization



Payer wise split up's:

Payers	Counts	Payer Website
LA Healthcare Connections Medicaid	820	La Health Connection Website
Blue Cross of Louisiana	641	I-link Blue
UHC Medicaid	569	UHC Provider Portal
United Healthcare	510	UHC Provider Portal
Humana Gold Medicare	302	Availity
Healthy Blue Medicaid	269	Availity
Aetna Medicare Dual Preferred	118	Availity
Aetna & Aetna Medicare Freedom	104	Availity
Wellcare HMO Medicare	29	Availity
Grand Total	3362	

Ecare Results:

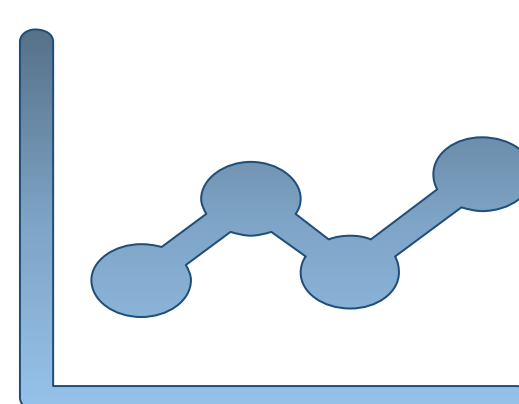


With every effort made by our Ecare team, we were able to submit the claims through online portal promptly. As result of timely submission of claims, we started receiving payments which continued our clients cash flow as usual.



In mid of March 2024, one of our clients got enrolled and gained access to upload the batches through Optum IEDI portal and for most of the payers we were able to successfully transmit claims electronically, except below 2 payers. Ecare team is still continue supporting by entering claims in online portals for the below payers.

- BCBS of Louisiana
- Healthy Blue Medicaid



About Ecare

Ecare is a 23 year old, leading Medical Billing Company in India. We provide end to end Revenue Cycle Management Solutions to 120+ clients across the US with experience over 35+ specialties.

Our Accounts Receivable team provides complete solution to address cash flow issues and guarantees maximum collections.

To know more about Ecare and our services log on to [Medical Billing Specialists, Medical Billing Services - ecare India](http://www.ecareindia.com)



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