



THE HSC HEALTH CARE SYSTEM

Health Services for Children
with Special Needs, Inc.

Dear Valued Provider,

In February, we notified our provider community that Change Healthcare, a contracted vendor of Health Services for Children with Special Needs, Inc. (HSCSN), experienced a cyber-attack, which presented a security risk to our business operations and health care patients.

As a result of the cyber security risk, HSCSN implemented a pause of the electronic claims, check payment and eligibility operational functions supported by Change Healthcare and implemented a temporary solution of paper claims submission and manual check processing.

Today, we are excited to share that HSCSN has a new contracted vendor, Optum Relay Exchange. Effective immediately, HSCSN will accept electronic claim submissions through Optum Relay Exchange. HSCSN's Payer ID 37290 has not changed.

Providers are not required to change their clearinghouse to Optum Relay Exchange, just submit your electronic claims using the HSCSN Payer ID 37290. Providers without a clearinghouse, may enroll with Optum Relay Exchange or select another clearinghouse of their choice.

HSCSN is working to restart real-time eligibility and claims status verification, electronic claims payment and remittance advice operations. In the interim, HSCSN will continue to process claims payments and remittance advices manually. For eligibility and claims status verification, please contact HSCSN Customer Care Services at 202-467-2737.

We understand the frustration with delays and disruptions in your business operations due to a cyber-attack. HSCSN has done its due diligence and implemented security safeguards to mitigate future third-party cyber security risks.

As a valued HSCSN provider, we appreciate your patience, understanding and continued support through this disruption and pivotal moment in our businesses.

Thank you for providing compassionate and quality care to our most vulnerable enrollees with complex and special needs.

If you have any questions, please contact your Provider Relations Representative.

Sincerely,

Nadine Coy, MBA
Chief Operating Officer

**For more information visit www.hscsnhealthplan.org.
For reasonable accommodations please call (202) 467-2737.**

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. **Spanish.**

የአንገሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊዜ 7:00 ሰዓት እስከ ቀኑ 5:30 ባለው ጊዜ በስልክ ቁጥር 202-467-2737 በመጻወል እርዳታ ማግኘት ይቻላል። **Amharic.**

Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午 7:00 到下午 5:30 之間給 (202) 467-2737 打電話，我們會有代表幫助您。 **Traditional Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 7시 00분에서 오후 5시 30분 사이에 (202) 467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.