

# PROVIDER Bulletin



## KERN HEALTH SYSTEMS

---

June 19, 2024

### Change Healthcare Outage

Dear Provider,

As you are aware, Change Healthcare, a data analytics subsidiary of United Health Group's Optum experienced a cybersecurity incident in February of 2024. KHS has been closely monitoring the situation and working with Change Healthcare directly to assess the impact on services for KHS network providers. At this time, KHS does not have an estimated timeframe for when we will resume accepting claims from Change Healthcare. KHS encourages network providers to explore alternative clearinghouses for claims submission.

**KHS is currently accepting claims from the following clearinghouses:**

- Cognizant
- Office Ally
- SSI

KHS posts all bulletins on the KHS website, [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com), choose Provider, then Bulletins.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000.

Sincerely,

Amisha Pannu  
Senior Director of Provider Network Management  
Kern Health Systems