

MBHP

Massachusetts Behavioral
Health Partnership

A Carelon Behavioral Health Company

On Wednesday, February 21, the Carelon Behavioral Health (Carelon) cybersecurity team was alerted that one of our vendors, Change Healthcare (a subsidiary of Optum), experienced a cybersecurity event which took its systems offline. Change Healthcare has confirmed that, as of today, its systems remain offline.

Change Healthcare is a national provider of healthcare cost transparency and consumer engagement solutions. Carelon works with the organization to support the production of clinical determination letters, and the management of various claims operational functions. Due to our Change Healthcare network connectivity, any Carelon services that rely on Change Healthcare have been disrupted.

At this time, **MBHP/Carelon systems are not impacted as a result of this cybersecurity event** with Change Healthcare.

Impact to operations is still being assessed, but **we enacted our business continuity plan and severed all Elevance Health and subsidiary (MBHP/Carelon) network connections to Optum Health** including Change Healthcare.

We are in active communication with Change Healthcare and are monitoring their progress as they work to resume normal business.

You may have questions about how this security event impacts your ability to do business with us. It is important to know that you can use [Availity Essentials](#) to safely submit electronic transactions to our plan.

For more details on this, and as information about this cybersecurity event evolves, refer to these [Frequently Asked Questions](#).

We apologize for the unexpected disruption. Thank you for your patience as we work through this issue.