



## MGSI Client's Overcome Change Healthcare Outage Promptly!

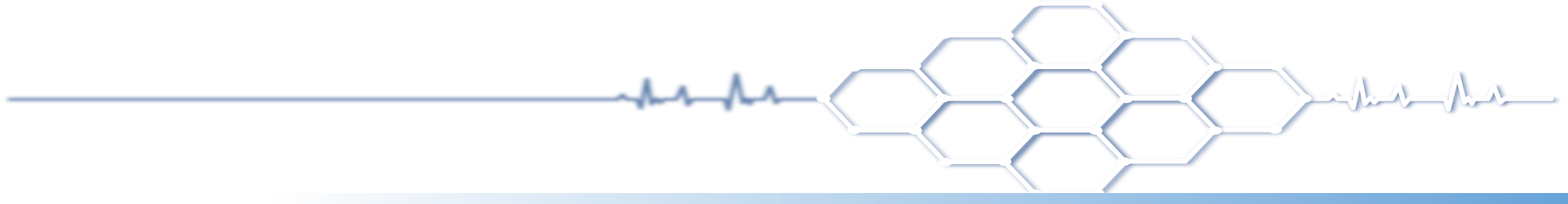


### Change Healthcare Cyber Attack Incident

In the current Technology-driven world; Cyber Attacks are inevitable. Security Policies are to be revisited many times in a year and upgraded to reduce the risk of Cyber Security Attacks.

On February 21, 2024, Change Healthcare, subsidiary of UnitedHealth Group's Optum Unit experienced a Cybersecurity incident. This in turn impacted the Healthcare Industry atrociously. Electronic Claim Submissions for Provider Groups and Hospitals were put on immediate hold. Change Healthcare has also stopped queueing Electronic Remittance Advice to their Customers.

As the Electronic Claim Submission stopped, Provider Group revenue was expected to drop by 70% to 80% from their average Monthly Collections!

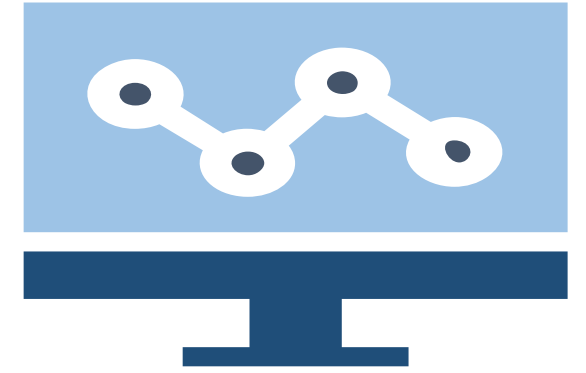


### MGSI Strategical Approach

MGSI had a number of clients who were using Change Healthcare Clearinghouse and who were under threat of a significant drop in their revenue. Realizing the gravity of the situation, the Senior Management team at MGSI brainstormed and drafted a Plan of action to minimize the revenue impact of this unexpected outage on our clients.

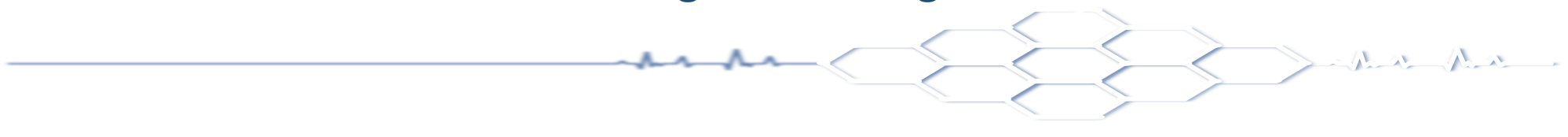
#### MGSI Action Plan and Solution by MGSI:

A written proposal was shared with all the affected clients requesting them to immediately Switch from Change Healthcare Clearing House with the following options:



- Immediate Switch from Change Healthcare Clearing House to Trizetto or Availity Clearing House

- (or)
- Use iEDI Option which is part of the Optum Unit specifically established to help Providers to submit Electronic Claims during such Outages.



### MGSI Solution

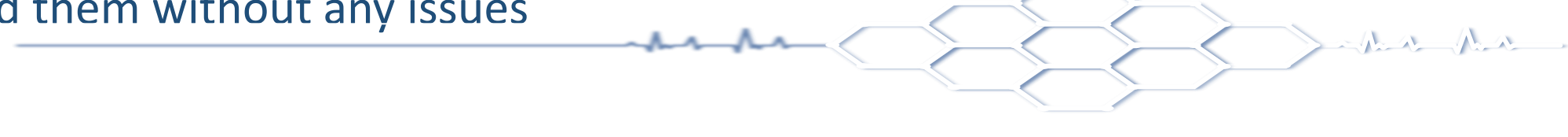
#### MGSI Supports our Client with quick enrolment with Trizetto:

Switching from Change Healthcare to Trizetto was the option most of our clients chose. Our Enrollment Team worked closely with our client and Trizetto to make sure that the switching process was quickly accomplished.

Trizetto EDI Enrollment Login and Trizetto Clearinghouse Login credentials were established and all "Open Tasks" on Trizetto EDI Portal were reviewed and completed immediately. This also ensured the Federal EDI and Federal / commercial ERA's were activated quickly.

#### MGSI Team successful claim submission:

Closer monitoring by our enrollment Team ensured that all EDI's and ERA's were activated within two weeks. Bulk Claim transmissions were completed on the Practices. The submissions were successful and Insurances also confirmed that our Electronic claims had reached them without any issues



### Benefits of partnering with MGSI

- Our clients did not have a significant drop in revenue as the Clearinghouse switch was initiated and completed immediately by MGSI
- ERA activation was simultaneously done by our team which helped Practices to clear the AR Balances quickly.
- A delay in clearing house switch could have stopped regular ERA's being received by the Practice, which in turn would have increased AR Balances. Practices would have ended up spending more money to have their AR Balances worked and cleared if not for MGSI's prompt approach and fix.
- Since the Cash flow and Claim Submission were streamlined quickly the AR Days on the Practice continued to remain good and better than Market Benchmarks



# MGSI, LLC

## (Medical Group Services)

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1-877-896-6474

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