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As you are no doubt aware, Change Healthcare experienced a cyber-attack last week that prompted Optum and UnitedHealth to sever connections with Change Healthcare systems. As a result, any provider or health system utilizing Change Healthcare has been unable to process claims.

It is important to note that eIVF services terminated all connectivity to Change Healthcare promptly upon receipt of the notification from Change Healthcare concerning the attack. At this time, there is no ETA from Change Healthcare regarding when services will be restored. This FAQ is designed to answer some of the more pressing questions you may have.

Have our eIVF systems been compromised due to the Change Healthcare cyber-attack?

No. Our communication with Change Healthcare relies exclusively on SFTP. We transmit text files from the eIVF premises to Change Healthcare and reciprocally retrieve text files through a cron job via SFTP. Our application strictly adheres to a read-only policy and is limited to handling text files; it does not execute any other files.

Does Change Healthcare have any access to our on-premises eIVF server infrastructure?

No. Change Healthcare does not have remote access, of any type, to eIVF on-premises servers. eIVF drives communications and we have control over when and where data is exchanged through SFTP. As result, Change Healthcare is unable to initiate any data transmission back to eIVF. eIVF initiates and orchestrates that process.

Is there a workaround in place while Change Healthcare recovers?

Just recently, Availity launched a lifeline service for impacted Change Healthcare customers. Details are available at the following URL:

<https://www.availity.com/availity-lifeline-self-serve-resources>

However, this is a lifeline service only, manual in nature, limited in features, and not currently integrated with eIVF. Customers will have to assess if this stopgap measure provided by Availity will meet current need. We are currently working with Availity to develop an automated integration process to eIVF. In the meantime, we recommend that customers register for the lifeline service as that registration will be required to use the automated solution once completed.

When will the automation with Availity be available via eIVF?

We are working with Availity to develop a design for integration. While no timeline is available at this time, we have defined the process and requirements from the eIVF side of the connection as well as defined what actions customers will need to take to activate the connection once completed. We have prioritized our development plan to support this urgent requirement. Once we have more detail from Availity regarding timing, we will update our customers.

We recognize the significant impact the unprecedented Change Healthcare outage has caused our customers and are working diligently to provide alternative solutions. We will continue to update you on our progress and will share updates when available.