Change Healthcare Cyberattack Impact on Florida's Hospitals

Currently believed to be the most significant attack on the health care system in U.S. history, this cyberattack could result in hospitals struggling to finance their operation and provide services to their communities.

Hospitals
Physicians
Pharmacies
Clinics
Imaging Centers
Other providers

CHANGE HEALTHCARE
Part of Optum®

✓ Eligibility and coverage
✓ Claims submission
✓ Claims payment and remittance
✓ Patient cost estimators
✓ Clinical decision support
✓ e-Prescribing

Change Healthcare is responsible for **15 billion claims** being processed

aetna
CVSHealth
AvMed
AmeriHealth Caritas
CHAMPVA
cigna healthcare
MOLINA HEALTHCARE

oscar
Oxford Health Plans
TRICARE
UnitedHealthcare Golden Rule Insurance Co.
Out-of-State Health Plans
Workers Comp

⚠ **Florida's hospitals need real solutions. Every day that passes is another day that hospitals are not receiving the critical funds that support patient care.**

## Among the survey participants, 73% (106 Hospitals) have a direct contract with Change Healthcare

Out of the hospitals that directly contract with Change Healthcare, here are the services they utilize:

53% Claims Processing & Remittance
52% Claim Submissions
30% Medicaid & Disability Eligibility
28% E-prescribing
25% Eligibility Verification
25% Authorization Requests
15% Credit Scoring/Propensity to Pay

Data based on FHA Survey representing 56% of all Florida Hospital Beds

$1.3 Billion
anticipated monthly cash impact

Change Healthcare Cyberattack Impact on Florida's Hospitals

FHA
FLORIDA HOSPITAL ASSOCIATION
Mission to Care. Vision to Lead.

Nearly half (47%) of the hospitals participating in the survey reported disruptions in billing traditional Medicare costing ~$78.7 million a week.
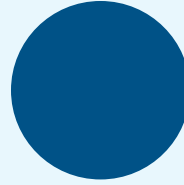
$120 Million

anticipated monthly cash impact for hospitals using 3rd party vendors affiliated with Change

Data based on FHA Survey representing 56% of all Florida Hospital Beds

What Florida's hospitals are saying:

"We are having to uncheck the "electronic billing" box and then hand-key all claims into the other systems."

"We have not delayed any elective services because we created a workaround to call for authorizations and estimate patient responsibility."

"The longer the system is down, the greater the backlog of claims/accounts, and it will take months for the payers to catch up."

"We will have to pull staff off other projects to manually process the claims, implement additional security measures, and develop workarounds. This will have lingering implications for months to come."

"Moving to a different clearinghouse typically takes 3-6 months – could be done in 45-90 days if staff devote 80+ hours/week to do, but it depends upon vendor's capacity to onboard providers."

Resources and information available at

bitly.fha.org/changehealthcare

X FLHospitalAssn   f FloridaHospitals   in Florida Hospital Association   Instagram flhospitalassociation

Visit **www.fha.org.**