

CSHCS LHD Email Communication

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Subject	Disruption of Pharmacies Billing DME

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Good afternoon LHD Colleagues,

We were notified today that Change Healthcare, the largest billing clearinghouse for DMEs, experienced a cyberattack on Wednesday, February 21. **Change Healthcare has shut their systems down** and since that time, pharmacies have not been able to bill DME supplies. **This is not a State of Michigan issue that can be resolved.**

Many pharmacies will fill the scripts and bill when the clearinghouse has been restored. If the pharmacy will not fill the script and requires families to pay out of pocket, those expenses can be reimbursed via the Manual Reimbursement Process.