

On February 21, 2024, Change Healthcare, a subcontractor of Zenith American, administrator of the Coastwise Claims Office, was the victim of a cyber security issue. While this issue is being addressed, their systems had to be taken down to minimize any data issues.

For members in Oregon and Washington, this will cause a delay in claims processing as the First Choice Network utilizes Change Healthcare' software to allow providers to submit claims to them electronically. Separately, the Coastwise Claims Office utilizes Change Healthcare for certain claims reviews.

For members in California, the Coastwise Claims Office utilizes Change Healthcare for certain out-of-network claims reviews. There will also be a delay in these reviews while the issues are being addressed.

The Benefit Plans Office is in constant communication with all of these vendors as well as with the Trustees to ensure that any claims delays are rectified as soon as possible.