



ALL PROVIDERS

Change Healthcare/Optum Cybersecurity Incident,
Delay Reason Code 15 (Natural Disaster) Guidance

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Due to the cybersecurity incident that occurred with Change Healthcare/Optum on February 21, 2024, claims that exceed the timely filing limits may be submitted electronically using Delay Reason 15 (Natural Disaster). There is no additional documentation required to use Delay Reason 15; however, where particular claims require documentation, such as invoices for pricing, the claim and all necessary documentation should be submitted as a paper claim along with the delay reason form indicating delay reason 15. Providers should also maintain documentation that supports being affected by this incident.

Claims must be submitted by August 30, 2024, to be considered for payment. Claims that are payable using Delay Reason 15 are all claims that couldn't be submitted timely due to the Change Healthcare/Optum cybersecurity incident only. Submitting claims that do not meet this purpose with Delay Reason 15 is not permitted and may be considered Medicaid fraud subject to review by the Office of the Medicaid Inspector General. Claims for this incident submitted after August 30, 2024, with delay reason 15 will be denied.

General questions for claims submission should be directed to the eMedNY Call Center at 1-800-343-9000. Questions on specific claims that are pended for review should be directed to the Bureau of Medical Review, Pended Claims Unit at 1-800-342-3005 (option 3).



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