



Texas Association of Health Plans

1001 Congress Ave., Suite 300

Austin, Texas 78701

P: 512.476.2091

www.tahp.org

February 26, 2024

Commissioner Young,

As the statewide trade association representing health insurers, HMOs, Medicaid managed care, and other health plans that serve over 20 million Texans, the Texas Association of Health Plans (TAHP) is committed to ensuring that Texas families and employers have access to affordable, comprehensive, and high-quality coverage. We are writing today to ask this agency to address the issues facing plans as a result of the cyberattack on Change Healthcare.

This unprecedented cyberattack has directly impacted the operations of most plans. Change Healthcare provides numerous services throughout the healthcare system. Without these services, many providers will not be able to submit new claims, and many plans will not be able to pay the claims they receive. As always, our member plans prioritize the needs of our providers and patients, yet for many, paying claims will be extremely difficult. However, plans are exploring all options to provide payment to providers during this downtime, while ensuring that we do not impact the security of our members' information.

HHSC currently has prompt payment requirements in the Uniform Managed Care Manual (UMCM). A violation of the policy results in daily accumulation of interest, and could lead to liquidated damages. At this time, it is unclear how long it will take for the issues at Change Healthcare to be resolved. All plans will continue to pay providers to the full extent of their abilities, yet they will need time to address the issues they are facing. With that in mind, we ask that the agency either temporarily suspend the UMCM requirements relating to payment timelines or allow flexibility as needed.

We will continue to monitor the situation in case there is a resolution. In the meantime, we would appreciate an opportunity to discuss potential solutions with this agency. Please contact us if there is any additional information we can provide at this time.

Sincerely,

A handwritten signature in black ink that reads "Jamie Dudensing". The signature is written in a cursive, flowing style.

Jamie Dudensing, RN

CEO, Texas Association of Health Plans