

MAFP and AAFP Seek Insurer Response on Change Healthcare Service Disruption

The cyberattack that disrupted multiple service lines at Change Healthcare on Feb. 21, 2024 is not fully resolved. The ongoing nature of this disruption is threatening access to care for patients and creating revenue challenges that are particularly troublesome for small, physician-owned primary care practices that operate on very thin margins.

Leaders responsible for Change Healthcare indicated these disruptions would largely be resolved by this time. Unfortunately, this is not the case. Practices are now over six weeks removed from the initial cyberattack and the situation on the ground, at least for many small practices, is growing worse not better.

Last week, MAFP and AAFP sent letters to the chief medical officers of the three largest health insurance companies in Michigan – Blue Cross Blue Shield of Michigan, Priority Health and Health Alliance Plan – expressing our concern and seek action on behalf of our family physician members impacted by the ongoing Change Healthcare service disruption. Most importantly, we want to understand what remedies the plans have in place to support the practices who continue to care for your members throughout the disruption in your plan's payment for these services.

Help us advocate for you. [Share how the cyber outage has affected your practice.](#) For more information, visit the [AAFP website](#).