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DATE: April 23, 2024  
TO: All Office Staff  
FROM: Culinary Health Fund  
RE: Notice of Change Healthcare Cyber Attack Affecting EDI Claims Submissions - UPDATE

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Due to the Optum/Change Healthcare (CHC) cyber-attack, claims have been rejected back to you (the Provider) or your Practice Management Company since either February 21<sup>st</sup> or 22<sup>nd</sup>. These can now begin to be submitted to Optum/Change Healthcare.

The volume of claims submission is expected to be extremely large. Please be patient as we work through processing these unusually high volumes. The Fund's TPA, Zenith American Solutions, has made special arrangements with their processing staff to assist us with this additional volume.

If you have been dropping claims to paper and submitting through SDS and you have not removed these claims from your EDI submissions – please be aware you will receive duplicate rejections.

Also, be aware that some of your EDI claims may be received by Zenith sooner than the last few days you have sent paper claims by mail to SDS.

If you changed clearinghouses – it is your decision if you remain with the new clearinghouse or return to Optum/CHC.

If you were dropping off claims at the Zenith office, please discontinue that process as of today.

If you have any questions about claims submission, please contact Provider Services at 702-892-7313, option 2 or via email at [healthcareservices@culinaryhealthfund.org](mailto:healthcareservices@culinaryhealthfund.org).

Sincerely,

Culinary Health Fund