

Newsletter - March 2024 **svast**

Change Healthcare Cyber Attack : Svast Client Advisory

On February 21, 2024, Change Healthcare, a software and data analytics subsidiary of UnitedHealth Group's Optum unit disclosed that they were victims of a massive cyber-attack. In response, Change Healthcare has completely shut down operations, affecting claims submission, electronic remittance advice (ERA) transmission, and eligibility checks.

This attack, and the subsequent shutdown have had widespread impacts across the healthcare industry. Change Healthcare indicated that it is too early in the investigation to say whether any PHI was exposed in this attack. Change Healthcare has assured us that it will provide an assessment as soon as possible. Many providers have been unable to submit claims or check patient eligibility and benefits through Change Healthcare's systems.



Svast's Response to Mitigate Disruptions

At Svast, we have been closely monitoring the situation and working diligently to support our affected clients during this challenging time. Our team has been vigilantly tracking developments with our clients' practice management systems and insurance carriers to identify claim submission workarounds. Many practice management systems have rerouted claims to alternative clearinghouses for payers that do not require specific EDI enrollment. This has helped mitigate some of the disruptions caused by the shutdown.

Ongoing Monitoring and Client Support

While some temporary solutions have been implemented, the situation remains fluid, and the long-term impacts are still unclear. Change Healthcare has slated March 15th for payment functionality to restart, and March 18th to begin testing their claims network.

At Svast, we remain committed to the success of our clients. We understand the challenges you are facing, and we are in this together. Our team will continue to closely monitor updates from Change Healthcare and advise you on the best course of action as new information becomes available. We appreciate your patience and understanding during this difficult time. Please do not hesitate to reach out to your Svast account representative if you have any questions or concerns. We are here to support you every step of the way.

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Optum's Temporary Funding Assistance Program

The Temporary Funding Assistance Program is designed to provide short-term cash flow support for providers affected by the disruption of Change Healthcare's services, including providers who receive payments from payers processed by Change Healthcare, UnitedHealthcare medical, dental and vision providers, and providers who have exhausted connection options or are implementing workarounds. Eligible providers can access the program through their Optum Pay account or by submitting an inquiry form, and there are no fees or interest associated with the assistance, which must be repaid within 30 days after standard operations resume. Apply and read more about Optum's program here: [Temporary Funding Assistance Program for Providers \(optum.com\)](https://www.optum.com/Temporary-Funding-Assistance-Program-for-Providers)

Change Healthcare/Optum Payment Disruption

The Centers for Medicare & Medicaid Services (CMS) is providing financial support to healthcare providers and suppliers impacted by the cyberattack on Change Healthcare/Optum. CMS is offering Change Healthcare/Optum Payment Disruption (CHOPD) accelerated payments to Part A providers and advance payments to Part B suppliers experiencing claims disruptions. These payments equal up to 30 days of the provider's/supplier's average Medicare claims from August-October 2023. To qualify, providers/suppliers must certify inability to submit claims, payment disruption due to the Change Healthcare incident, lack of alternate funding sources, and compliance with other requirements. The accelerated/advance payments must be repaid through recoupment of 100% of the provider's/supplier's Medicare payments for 90 days, with remaining balances due after. Interest accrues on any outstanding balance after 30 days. CMS encourages impacted providers/suppliers to work with payers, insurers, and Medicare contractors to receive timely payments and additional support.

Svast: Committed to Our Clients' Success

Svast is dedicated to helping our clients navigate through this unprecedented situation. We will continue to evaluate the updates from Change Healthcare and provide guidance to ensure minimal disruption to your operations. Our commitment to your success remains unwavering, and we will work tirelessly to support you through this challenge.

Quality Improvement to meet MACRA/MIPS requirements

Svast offers assistance with meeting MACRA/ MIPS/ Meaningful Use. This would encompass choosing which measures are most relative, setting up and mapping measures, workflow recommendations, and EMR customization. We can also do monthly/ quarterly monitoring and advising on Gap Closures.

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A TASTE OF SPRING

Lemon Icebox Pie

This lemon icebox pie is a family favorite when a no-bake, fast pie is needed. And family members too small to use the oven can make dessert! Very pretty when garnished with whipped cream and mint leaves.

Submitted by **Heather Simpson**

Prep Time: 20 mins

Additional Time: 2 hrs

Total Time: 2 hrs 20 mins

Servings: 8

Yield: 1 (9-inch) pie

Ingredients

- 1 (9 inch) prepared graham cracker crust
- 2 (8 ounce) packages cream cheese, softened
- 1 (14 ounce) can sweetened condensed milk
- 2 lemons, juiced
- 1 teaspoon lemon zest



Directions

Step - 1

Beat cream cheese in a medium mixing bowl until fluffy. Add condensed milk, lemon juice, and lemon rind; mix until smooth.

Step - 2

Pour mixture into crust. Refrigerate at least 2 hours before serving. Garnish with whipped cream and mint leaves if desired.

Nutrition Facts (per serving)

506 Calories

31g Fat

51g Carbs

10g Protein

[Lemon Icebox Pie Recipe \(allrecipes.com\)](https://www.allrecipes.com/recipe/245422/lemon-icebox-pie/)

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Meet Our Staff

We're thrilled to announce a significant shift in our management approach as we transition to a dynamic team-based structure. This strategic evolution marks an exciting new chapter for our organization.



Meet Marie Mercado, Director - Client Services

Marie brings a wealth of experience across diverse domains such as Practice Management, RCM, Quality Assurance, Business Development, Operations, Compliance, and Human Resources. She started, expanded, and successfully sold a revenue cycle management company dedicated to serving healthcare professionals. She is an alumna of the University of New Mexico, where she laid the foundation for a remarkable journey in the healthcare industry. Her entrepreneurial spirit and commitment to excellence have been evident throughout her professional trajectory. Marie is passionate about effecting positive change in her sphere of influence by empowering individuals.

She strives daily to be an example of integrity and strength and aspires to blaze a trail for her family, peers, colleagues, and clients to embrace a similar ethos. She firmly believes that everyone possesses untapped strength and capabilities beyond acknowledgment. In her current role at Svast Healthcare Technologies, Marie is poised to contribute comprehensive support to independent medical practices navigating the intricacies of the United States healthcare system. Her vision aligns with Svast's commitment to providing transformative solutions for the evolving landscape of healthcare management.



Meet Stacy Beauregard, CPC, CPB - Operations Manager

With a healthcare career spanning over a decade, Stacy is a certified CPC, CPB, and Six Sigma practitioner, demonstrating her commitment to excellence and process efficiency. Having held diverse roles in front office, billing, and practice management, she transitioned from private practice in 2015 and, in June 2023, became an Operations Manager at Svast. As a leader, she brings a strategic mindset, streamlines processes, and drives operational success. Stacy actively seeks team feedback, believing that open communication enhances both efficiency and collaboration. Leadership style centers on continuous improvement and creating supportive atmosphere for shared success. Beyond her professional endeavors, Stacy finds joy in her family, music, and books.



Meet Tammi Bennett, Operation Manager

Since October of 2023 Tammi has been serving as a Operations Manager at Svast, she has been an integral part of the company for the past six years. With a rich background spanning over 25 years in office management and a decade-long collaboration with Svast as a client, Tammi's journey has been marked by diverse roles including lead medical biller, medical transcriptionist, and sleep center coordinator. Tammi is Six Sigma certified along with multiple certifications in continuing education in management courses reflecting her commitment to operational excellence and process optimization. Leadership approach is rooted in fostering collaboration, effective communication,

and a passion for achieving organizational goals. Outside of the professional arena, Tammi treasures her family above all else. When not at work, she enjoys spending quality time with loved ones, sharing moments with their beloved dog Finnegan, and embarking on adventures through travel in their RV. Tammi eagerly anticipates continued growth and success with Svast, driven by her unwavering dedication to excellence in both professional and personal endeavors.



Meet Mary Baynes, CPB - Operations & Onboarding Manager

Mary has a strong foundation in medical billing and RCM services with over ten years of experience. She's a certified professional biller through AAPC and a Six Sigma practitioner, her blend of education and practical experience has endowed her with a comprehensive approach to problem-solving and decision-making within her professional realm. Currently, she holds multifaceted roles within Svast, serving as Operations Manager, Onboarding Specialist, and Senior CSE. Her leadership style is results-oriented, prioritizing alignment of team efforts with organizational goals to yield tangible results. Open and transparent communication is a cornerstone of her leadership approach,

ensuring clarity and cohesion within the team. Outside of work, Mary prioritizes her family's well-being and finds fulfillment in caring for them. Gardening serves as a passionate outlet, allowing Mary to nurture plants and create beautiful outdoor spaces.

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