



Provider Bulletin

Change Healthcare Impact and Claims Submission Alternatives. As a result of the cyberattack on Change Healthcare, Landmark and its claims processing administrator, Evicore Healthcare, have been forced to discontinue all electronic connections with Change Healthcare. And we are aware that Change Healthcare's claims submission clearinghouse is not functioning. We're contacting you to provide a claims submission alternative. **Effective Monday, March 4, 2024, you may submit claims to us by fax to the following number: (916) 929-5806.**

We are working to establish a Post Office box to which claims may be mailed and will provide details via another Provider Bulletin soon.

Claim Submission Deadlines – Claims must ordinarily be submitted within 90 days of the date of service. For dates of service from February 21, 2024 through March 8, 2024, Landmark will process claims received as timely so long as they are submitted within 150 days of the date of service.

Please feel free to call Customer Service at 800 298 4875 should you have any questions.

March 4, 2025