



3/1/2024

Important Notification to Sendero Providers

Dear Sendero Providers,

On February 21, 2024, Sendero was notified of a cybersecurity event with Change Healthcare (CHC) that caused widespread product outages. System access was disconnected to and from Change Healthcare that same day to prevent further security issues. CHC is a claims clearinghouse utilized by many providers and systems have not yet been restored.

As a result of this incident, Sendero is advising providers to submit new claims using one of the options below. Claims submitted on February 21, 2024 with no receipt of confirmation will need to be resubmitted for processing.

CLAIMS

Paper Claims
Mailing Address:
Sendero Health Plans
ATTN: CLAIMS
PO Box 759
Austin, TX 78767
*Submit claims within 95 days of the date of service

Electronic Claims
Payer ID: MV440 through
Cognizant

Please Note: You must register with Cognizant to submit electronic claims. Follow this link to register: <https://www.trizettoprovider.com/solutions/revenue-cycle-management-services>

Stay Informed! Visit Change Healthcare's website for any updates at <https://status.changehealthcare.com/incidents/hqpjz25fn3n7>

Questions: Sendero Customer Service at 1- 844-800-4693