

**McLaren Health Plan**  
**Provider Network Update · Special Edition**  
**August 8, 2024**

As you may have heard in the media, McLaren Health Care has confirmed a disruption to our information technology and phone systems were the result of a criminal cyber attack. Our information technology team continues to work with external cyber security experts to analyze the nature of the attack and mitigate the impacts of the threat actors. At this time, we have not determined if any patient or employee data was compromised.

At this time, due to this cyber attack, McLaren Health Plan operations have been impacted. Below are some key points of where we are at today and some frequently asked questions to assist you in working with us.

**Customer Service**

The McLaren Health Plan Member and Provider Call Center is operational. Although they may not have access to all systems, they can provide assistance and direction.

**McLaren Connect Provider Portal**

The McLaren Connect Provider Portal is still available, you may check the portal for eligibility, benefits, and claim status.

**Pre-Authorization Requests**

For all lines of business, we are temporarily waiving inpatient hospital, NICU, LTAC, inpatient rehab, and SNF stay auth requirements until further notice. SNF's should fax clinical documentation to 855-377-3653 within 3 days of admission for Medicaid admits. For Hospital stays greater than 48 hours, you may fax clinical documentation to 855-377-3653. All hospital inpatient stays less than 48 hours are considered observation. Hospital observation stays do not require prior authorization or submission of clinical documentation.

Outpatient authorization requirements are still in place. Outpatient authorization requests may be faxed to 855-377-3653. Providers will be notified verbally of auth decisions by Medical Management staff. We reserve the right to retrospectively review cases for medical necessity. If you have any questions, please contact Customer Service at 888-327-0671.

**Claims Submission and Adjudication**

At this time, we are unable to receive any inbound claims files or access our claims adjudication system.

**Pharmacy Services**

MedImpact, our Pharmacy Benefit Manager, is fully operational, pre-authorizations can be submitted and are being responded to, there is no disruption in services as it pertains to the pharmacy benefit.

As this situation evolves, we will continue to post updates on our website, [McLarenHealthPlan.org/Providers/Provider Communications/Provider Network Updates 2024](https://McLarenHealthPlan.org/Providers/Provider%20Communications/Provider%20Network%20Updates%202024).

Thank you for your patience and continued service to our members as we navigate this situation.