

# interChange Provider Important Message

**Attention: All Providers**

**Provider bulletin [2024-24](#) "Interim Payment Request Process for Providers Temporarily Unable to Submit Claims Due to Cyber Attack"**

**Recoupment of Interim Payment:**

The Department of Social Services (DSS) has been monitoring claim levels for all providers that received an interim payment due to the Change Healthcare Cyber Attack and has determined that most providers are back to normal payment levels based on their claim cycle payments in April and May. Those providers determined to be back at their normal payment levels will have the full interim payment recouped in the May 24, 2024 claim cycle. Providers will see this in their Remittance Advice (RA) dated May 29, 2024. DSS will continue monitoring all other provider claim levels. Providers should expect to see the interim payment recouped in full in a future claim cycle, no later than September 30, 2024.