



March 7, 2024

The Honorable Chiquita Brooks-LaSure
Administrator
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244

Re: Change Healthcare Cyberattack

Dear Administrator Brooks-LaSure:

The Urgent Care Association urges the Centers for Medicare & Medicaid Services (CMS) to make Accelerated and Advanced Payments available to all Urgent Care centers impacted by the recent Change Healthcare cyberattack immediately.

This cyberattack has created widespread disruption in the healthcare ecosystem, including Urgent Care centers that rely on timely reimbursements for the services they provide. Urgent Care centers play a crucial role in delivering prompt medical attention to patients with acute healthcare needs, ensuring access to essential services outside traditional healthcare settings. However, the financial strain resulting from delayed reimbursements jeopardizes their ability to continue delivering high-quality care and diverting non-emergencies from the emergency department.

While patients cannot access necessary eligibility checks to determine if their treatment is covered by insurance, many Urgent Care centers will struggle to complete tasks necessary to deliver care, and many may not be able to rely on cash on hand. Urgent Care centers need to receive reimbursement for services rendered at an expedited pace, providing a lifeline for centers facing financial hardship, enabling them to cover operational expenses and maintain essential healthcare infrastructure during this challenging time.

As Urgent Care centers continue to be the front line of community healthcare and an essential piece of ED burden alleviation, we at the Urgent Care Association and our members thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lou Ellen Horwitz', with a long horizontal flourish extending to the right.

Lou Ellen Horwitz
Chief Executive Officer
Urgent Care Association