

State of Idaho
DEPARTMENT OF INSURANCE

BRAD LITTLE
Governor

700 West State Street, 3rd Floor
P.O. Box 83720
Boise, Idaho 83720-0043
Phone 208-334-4250
Fax 208-334-4398
Website: <https://doi.idaho.gov>

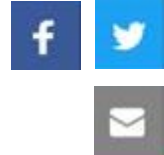
DEAN L. CAMERON
Director

Idaho Department of Insurance News Release

For immediate release: March 15, 2024

Contact: Julie Robinson, 208-334-4312

Julie.Robinson@doi.idaho.gov



Consumer Alert: What to know about the Change Healthcare cybersecurity attack

BOISE, ID (March 15, 2024) – The Idaho Department of Insurance (DOI) is monitoring the disruptions to healthcare services caused by the recent cyberattack on Change Healthcare. Change Healthcare, a company owned by UnitedHealth Group and used by many Idaho hospitals and healthcare providers, experienced a cyberattack on February 21, 2024. This has caused delays for some patients in getting health care prior approvals, appeals, and claims processed.

The DOI is urging all health insurance companies in Idaho to find ways to help their members and providers that have been impacted by this issue. This could include offering alternative ways to submit needed information or temporarily suspending certain requirements that may be causing delays.

The DOI has also requested these insurance companies:

- **Update their websites** and **create materials** that explain how affected members can get help during this time.
- Insurers should **post clear contact information for this issue**, so providers, members, and the DOI can reach out if needed, as everyone works to recover from the cyberattack.

“Cybersecurity events are a very real concern, and we are working with insurance companies to ensure consumers are protected,” says Dean L. Cameron, Director of the Idaho Department of Insurance. “We hope Idahoans will contact our department if they are experiencing care or coverage delays due to this Change Healthcare service disruption.”

Idaho consumers can find updates on Change Healthcare's efforts to deal with the cyber-attack at <https://www.unitedhealthgroup.com/ns/changehealthcare.html>. They may also call DOI Consumer Affairs at 208-334-3419 or email consumeraffairs@doi.idaho.gov.

###

About the Department of Insurance

The Idaho Department of Insurance has been regulating the business of insurance in Idaho since 1901. The mission of the Department is to serve and protect Idahoans by equitably, effectively and efficiently administering the Idaho Insurance Code and the International Fire Code. For more information, please visit us at doi.idaho.gov or email us at consumeraffairs@doi.idaho.gov.