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DEPARTMENT OF INSURANCE

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Idaho Department of Insurance News Release

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Consumer Alert: Change Healthcare offering free credit monitoring to Idahoans who may be impacted by February cyberattack

BOISE, ID (May 8, 2024) – The Idaho Department of Insurance is updating consumers on the disruptions to healthcare services caused by the February 2024 Change Healthcare cyberattack.

Change Healthcare, a company owned by UnitedHealth Group (UHG) and used by many Idaho hospitals and healthcare providers, experienced a cyberattack on February 21, 2024. The event caused delays for some patients getting health care prior approvals, appeals and claims processed.

UHG has reported that – based on initial targeted data sampling to date – the company has found files containing protected health information (PHI) or personally identifiable information (PII), which could cover a substantial proportion of people in America.

Given the ongoing nature and complexity of the data review, UHG says it is likely to take several months before enough information will be available to identify and notify impacted customers and individuals. In the meantime, anyone who is concerned they may have been impacted by the Change Healthcare cyberattack can sign up for free credit monitoring and identity theft protections for two years at <https://www.unitedhealthgroup.com/ns/health-data-breach.html>. Consumers can also call a dedicated call center at 1-866-262-5342.

“We hope Idahoans who are concerned about the cyberattack will take advantage of the free credit monitoring and identity theft protections while UHG continues to manage and correct the situation,” said Dean L. Cameron, Director of the Idaho Department of Insurance.

For the latest information on Change Healthcare’s efforts toward restoring services impacted by the event, visit <https://www.unitedhealthgroup.com/changehealthcarecyberresponse>.

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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.