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Idaho Department of Insurance News Release

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Consumer Alert: Change Healthcare to start notifying customers who had data exposed in cyberattack

BOISE, ID (July 27, 2024) – The Idaho Department of Insurance (DOI) is updating consumers on the disruptions to healthcare services caused by the February 2024 Change Healthcare cyberattack. The event caused delays for some patients getting health care prior approvals, appeals, and claims processed.

On June 20, 2024, Change Healthcare announced they are starting to notify hospitals, insurers and other customers that they may have had patient information exposed in a massive cyberattack.

The company also said that it expects to begin notifying individuals or patients in late July.

Change Healthcare, a subsidiary of health care giant UnitedHealth Group, provides technology used to submit and process billions of insurance claims a year. Hackers gained access in February to its system and unleashed a ransomware attack, including stealing patient information.

The attack triggered a disruption of payment and claims processing around the country, stressing doctor's offices and health care systems by interfering with their ability to file claims and get paid.

Change Healthcare says names, addresses, health insurance information and personal information like Social Security numbers may have been exposed in the attack. The company is still investigating.

In May, Change Healthcare announced 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.

“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.

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About the Idaho 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.