



A monthly newsletter brought to you by Idaho Department of Insurance – April 2024



Change Healthcare Cyberattack



1332 Waiver Public Forum



New Deputy Fire Marshal



Insurance Fraud Conviction



APIR Designations

What to know about the Change Healthcare Cybersecurity Attack

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:

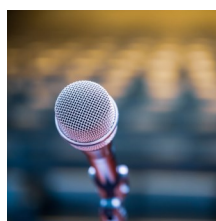
- **Update their websites** and **create materials** that explain how affected members can get help during this time.
- Insurers should **post clear contact information** for this issue, so providers, members, and the DOI can reach out if needed, as everyone works to recover from the cyberattack.

“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 online on [Change Healthcare's efforts to deal with the cyberattack](#). They may also call DOI Consumer Affairs at 208-334-3419 or email consumeraffairs@doi.idaho.gov.

- [Idaho Department of Insurance Bulletin 24-01 – Change Healthcare Cybersecurity Attack](#)
- [April 4, 2024 – Boise State Public Radio Idaho Matters interview with Deputy Director Wes Trexler: “An update on the Change Healthcare cyberattack”](#)

1332 Reinsurance Waiver Annual Public Forum is May 10, 2024



The DOI will hold a public forum and accept public comments regarding Idaho’s Section 1332 State Innovation Waiver on May 10, 2024 from 3:00 – 4:00 p.m., MT.

- [Public Notice – “Second Annual Post-Award Public Forum for Section 1332 Waiver”](#)
- [Reinsurance Innovation Waiver under Section 1332 of ACA](#)

State Fire Marshal

- State Fire Marshal Knute Sandahl welcomed **Jennifer Mares** as the newest deputy of the Idaho State Fire Marshal's Office. Jennifer comes to us from Jerome, Idaho where she completed firefighter I & II certification while volunteering with the Jerome City Fire Department. She also holds an Associates Degree from the College of Southern Idaho in Fire Science. Jennifer is also the very first female deputy in the history of the Idaho State Fire Marshal's Office!



- [“Idaho hires its first female fire marshal” – Idaho News 6](#)
- Members of the Idaho State Fire Marshal's Office instructed Basic Fire Investigation for the First Responder at the Clearwater Fire Academy in Orofino, Idaho this past month. **Deputy Josh Masterson** explains how lines of demarcation occur and how it is helpful in determining the area of the fire's origin.

Staff Designations

Congratulations to these staff members who have earned their Associate Professional Insurance Regulator (APIR) designations from the NAIC:

- **Stephanie Clayton**, Market Conduct Examiner
- **Spencer Hawkins**, Health Insurance Specialist
- **Andy Jones**, Examiner Financial Analyst
- **Candice Pratt**, Technical Records Specialist 2



The APIR signifies the designee has mastered foundation-level concepts in the areas of financial regulation, market conduct regulation, and product regulation. We thank each of them for their dedication, effort and example!

Additionally, congratulations to **Carolyn Fanning**, Examiner Financial Analyst, for achieving her AFE designation through the Society of Financial Examiners (SOFE). To qualify for this AFE designation, individuals must successfully complete the four AFE examinations administered by the SOFE. This is a very difficult designation to accomplish and we commend Carolyn for this fantastic achievement!

Consumer Services



On February 14, 2024, DOI announced that Scott Packham of Blackfoot, Idaho was sentenced in Bingham County for felony Misappropriation of Trust Funds.

Press Release: [Bingham County agent sentenced for insurance fraud](#)

Serving and Protecting Idahoans



Mary of Post Falls, Idaho recently made our day! We appreciate the feedback and love hearing that we’re helping our fellow Idahoans:

I wanted to call and say thank you for keeping an eye on rules, rates, and premiums for insurance carriers. I just received a refund from my insurance company, the explanation is based on a law that was changed from Idaho Department of Insurance, so thank you for keeping an eye out for your Idaho residents. I hope you all have a great year and please pass this along to the whole Department.



The Idaho Department of Insurance has been regulating the business of insurance in Idaho since 1901. The mission of the Department is to equitably, effectively and efficiently administer the Idaho Insurance Code and the International Fire Code. For more information visit doi.idaho.gov.

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