

Change Healthcare breach notification

Talking points for customer service staff

- On February 21, 2024, Utah Medicaid's pharmacy vendor, Change Healthcare (CHC), experienced a network and system outage. This caused problems for pharmacies trying to fill prescriptions for Medicaid members.
- The pharmacy system is working again and Medicaid members can get prescriptions filled.
- However, after a detailed review, CHC determined this incident impacted the security of Medicaid members' personal information held on that network.
- CHC is in the process of **mailing a letter to Medicaid members** about the personally identifiable data that was exposed. [A copy of this letter is below.](#)
- **This letter is legitimate and not a scam.**
- The letter will give members important information about:
 - The CHC security incident
 - The specific information that was seen and taken
 - What CHC is doing to restore the security of their data
 - What members can do to help protect their data
- **For more information, CHC has a toll-free number 1-866-262-5342, and an informational website at changeybersupport.com.**

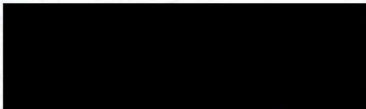
CHANGE HEALTHCARE

P.O. Box 989728
West Sacramento, CA 95798-9728



August 5, 2024

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Notice of Data Breach

To the Parent or Legal Guardian of 

We are sorry to tell you about a privacy event. This letter is from Change Healthcare (“CHC”). We work with many doctors, health insurance plans, and other health companies to help provide health services or benefits. This event may have involved your child’s data.

What happened?

On February 21, 2024, CHC found activity in our computer system that happened without our permission. We quickly took steps to stop that activity. We began investigating right away, and hired a special team to help us. We also called law enforcement. We also turned off CHC’s systems to help protect our customers and their individuals.

On March 7, 2024, we learned a cybercriminal was able to see and take copies of some data in our computer system. This happened between February 17, 2024 and February 20, 2024. We received files that were safe to look at on March 13, 2024.

What information was involved?

We have told our clients about this event. Starting on June 20, 2024, we also told our clients about what data may have been seen and taken. We encourage you to remain vigilant by checking your child’s bills and accounts. The data that may have been seen and taken includes your child’s contact information (such as name, address, date of birth, phone number, and email) plus one or more of the following:

- Health insurance data (such as health plans/policies, insurance companies, member/group ID numbers, and Medicaid-Medicare-government payor ID numbers)
- Health data (such as medical record numbers, doctors, diagnoses, medicines, test results, images, care, and treatment)
- Billing, insurance claims and payment data (such as claim numbers, account numbers, billing codes, payment cards, financial and banking, and balance)
- Other personal data (such as Social Security number, driver’s license or state ID number, or other ID number)

The data that may have been seen and taken was not the same for everyone. Some of this data may be about the person who paid the bill for health care services.

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Why did this happen?

A cybercriminal accessed our computer system without our permission.

What is CHC doing?

We investigated and called law enforcement. We are also making our computer systems even stronger than before. We do not want this to happen again.

We would like to offer your child free identity theft protection services. We will pay for the cost of this service for 2 years so that it is free for you. We have attached steps on how to sign up for this free service.

What you can do:

You can sign your child up for the free identity protection service. Be sure your child's bills and accounts look correct. We have attached steps on how to do that. If you learn of a crime against your child, you can file a report with law enforcement.

What if I have a question?

If you have any questions or concerns, please call us toll free at 1-866-262-5342. You can also learn more at changeybersupport.com. We are sorry for any concern this event may cause.

Sincerely,

Change Healthcare Privacy Office

August 2024