

Special Bulletin

For professional and facility providers

June 21, 2024

Change Healthcare Cyber Incident – Data Breach Announcement

Highmark is aware Change Healthcare has confirmed data was compromised in its February [cyber incident](#).

Highmark is working with Change Healthcare and UnitedHealth Group to fully understand the nature and extent of the impact on our members and customers. We will continue to support our members and providers as more information becomes available.

Background

On Feb. 21, 2024, Change Healthcare was compromised by a cyber event. The cyber event is believed to be the largest ever reported in the US and affected approximately one-third of all US healthcare transactions.

Change Healthcare and United Healthcare (Change's parent company) announced on June 20 that they did experience a data breach as a result of the February cyber incident and are still investigating the scope and volume of data exposed.

Change plans to issue written letters to affected individuals beginning in late July.

In the interim, Change has posted a substitute notice to its website ([available here](#)), which includes an overview of the incident, types of information impacted, and steps individuals can take to protect themselves.

Has any of my patient's personal information been exposed?

Highmark is working with Change and UnitedHealth Group to fully understand the nature and extent of the impact on our members and customers.

If we receive any updates from Change Healthcare, we will communicate to members through our websites and portals.

Providers may also check the Highmark Provider Resource Center for updates.

Can I contact Change Healthcare if I have questions?

Change Healthcare has established a dedicated call center to offer additional resources and information to people who believe they may have been affected by this incident. Individuals can visit changeybersupport.com for more information and details on these resources or call the toll-free call center, at 866-262-5342, available Monday through Friday, 8 a.m. to 8 p.m. CT.

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