Notice of Security Incident: Important Information for Medicare Beneficiaries

This notice provides details to Clear Spring Health members who may have been impacted by a recent security incident that occurred with our vendor, Change Healthcare ("CHC"). CHC recently experienced a cyberattack that exposed personal information and protected health information ("Sensitive Data") of many individuals who may have participated in a health plan or visited a provider. Please review the details regarding the incident below, including the current resources that CHC has made available to you.

Incident Details

On February 21, 2024, CHC discovered ransomware in its system. Immediate actions were taken to stop the attack, including disconnecting systems, starting an investigation, and notifying law enforcement. By March 7, 2024, CHC confirmed that a substantial amount of Sensitive Data had been exfiltrated. Data analysis revealed that this breach potentially impacted a significant number of individuals in the United States. CHC is now in the final stages of identifying all affected individuals.

Information Involved

The compromised data may include:

- Contact Information: Names, addresses, dates of birth, phone numbers, and emails.
- Health Insurance Information: Policy details, insurance companies, member/group ID numbers, and government payer IDs.
- Health Information: Medical records, provider details, diagnoses, treatments, and test results.
- Billing Information: Claims, account numbers, billing codes, payment information.
- Other Personal Information: Social Security numbers, driver's license or state ID numbers, passport numbers.

Response Actions

CHC has:

- Conducted a thorough investigation with cybersecurity experts.
- Shut down affected systems to prevent further breaches.
- Reinforced security policies and implemented additional safeguards.
- Established a dedicated call center for assistance and inquiries.

What You Can Do

- **Enroll in Complimentary Services**: CHC offers two years of free credit monitoring and identity theft protection. Visit Change Healthcare HIPAA Substitute Notice | Change Healthcare for details.

- **Monitor Your Statements**: Regularly check explanations of benefits, bank, and credit card statements, and credit reports for unfamiliar activity.

- **Report Suspicious Activity**: Contact your health plan, financial institution, or local law enforcement if you notice any unauthorized transactions or suspect you are a victim of fraud.