



State of Vermont
Agency of Human Services
280 State Drive, Center Building
Waterbury, VT 05671-1000

Global Commitment Register

May 8, 2024

GCR 24-047
FINAL

Change Healthcare Update: Free Credit Monitoring and Identity Theft Protections Available for Vermonters

Policy Summary:

Change Healthcare, which operates Vermont's Medicaid pharmacy claims system, experienced a significant cyber security issue on February 21, 2024. Starting on March 18, 2024, pharmacy claims began processing again. As of this time, Change Healthcare, and their parent company UnitedHealth Group, have not informed the Department what member information may have been compromised during the incident.

The Department of Vermont Health Access would like to notify Vermonters of support programs in place for those who are concerned about the security of their personal data, due to the criminal cyberattack on Change Healthcare's systems. Given the ongoing nature and complexity of the review process, it is likely to take several months of continued analysis before enough information will be available to identify and notify impacted customers and individuals directly. While UnitedHealth Group continues to analyze this cyberattack, they are currently providing support to potentially impacted members of the public.

On April 22, 2024, UnitedHealth Group released a [statement related to the Change Healthcare cyberattack](#). This release announced a support website containing multiple programs to assist people who may be concerned about their personal data potentially being impacted.

- A dedicated call center has been established to offer free credit monitoring and identity theft protections for two years to anyone impacted. The call center will also include trained clinicians to provide support services, and can be reached at **1-866-262-5342**.

Given the ongoing nature and complexity of the data review, the call center will not be able to provide any specifics on individual data impact at this time. Further details about these resources can be found on a dedicated website at <http://changecybersupport.com/>.

UnitedHealth Group reports that it is in communication with law enforcement and regulators and will provide appropriate notifications when the company can confirm the information involved. The Department of Vermont Health Access remains engaged and committed to resolving and minimizing any lingering effects of the cybersecurity attack on Vermont Medicaid members. The Department sincerely appreciates the patience and understanding of members, pharmacies, and providers during this time. DVHA remains committed to transparency and will provide additional updates as they become available.

Additional Information:

[GCR 24-029 Change Healthcare Outage Medicaid Response](#)

[Pharmacy Programs Bulletins and Advisories](#)