Change Healthcare Cyberattack

Change Healthcare is providing support for people concerned about their personal data due to the criminal cyberattack on Change Healthcare systems.

Review the substitute notice **here** ↗.

What happened?

On February 21, 2024, Change Healthcare became aware of deployment of ransomware in its computer system. Once discovered, Change Healthcare quickly took steps to stop the activity, disconnected and turned off systems to prevent further impact, began an investigation and contacted law enforcement. Change Healthcare's security team worked around the clock with several top security experts to address the matter and understand what happened. Change Healthcare has not identified evidence this incident spread beyond Change Healthcare.

Change Healthcare retained leading cybersecurity and data analysis experts to assist in the investigation, which began on February 21, 2024. On March 7, 2024, Change Healthcare was able to confirm that a substantial quantity of data had been exfiltrated from its environment between February 17, 2024, and February 20, 2024. On March 13, 2024, Change Healthcare obtained a dataset of exfiltrated files that was safe to investigate and began preliminary targeted analysis. On April 22, 2024, following analysis, Change Healthcare publicly confirmed the impacted data could cover a substantial proportion of people in America.

What can you do now?

Get free credit monitoring with IDX

If you believe that your information may have been impacted by this incident, you can enroll in two years of complimentary credit monitoring and identity protection services. Change Healthcare is paying for the cost of these services for two years. You can sign up by clicking "Enroll now" or by calling **1-888-846-4705**.

Enroll now ↗

Check on your health care information

- Be on the lookout and regularly monitor your explanation of benefits statements from your health plan and health care providers, as well as financial documents to check for any unfamiliar activity.

- If you notice any health care services you did not receive listed on an explanation of benefits statement, contact your health plan or doctor.

- If you notice any suspicious activity on bank, credit card statements or tax returns, contact your financial institution.

- If you believe you are the victim of a crime, contact local law enforcement authorities and file a police report.

Frequently asked questions

What types of data were affected? ⌄

How will the notifications happen if my data was impacted? ⌄

I believe I am personally affected. What support are you offering? ⌄

What steps can I take to protect myself? ⌄

How do I get a copy of my credit report? ⌄

How do I place a fraud alert? ⌄

How do I place a security freeze? ⌄

What is the difference between a fraud alert and a security freeze? ⌄

Contact us

For additional support related to the cyberattack call the number below. Given the ongoing nature and complexity of the data review, agents will not be able to provide any specifics on individual data impacted at this time.

📞 **+1-866-262-5342**

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