



DEPARTMENT OF
INSURANCE AND FINANCIAL INSTITUTIONS

ADVISORY

CHANGE HEALTHCARE CYBERSECURITY INCIDENT

The Arizona Department of Insurance and Financial Institutions (DIFI) is aware that Change Healthcare experienced a cybersecurity incident on February 21, 2024, significantly impacting its healthcare operations nationwide. Additional information regarding this situation is available at: <https://www.unitedhealthgroup.com/ns/changehealthcare.html>

Consumer Information

If you believe you are improperly being required to pay for your covered services or medications, contact your health plan using the phone number on the back of your member identification card or on the health plan's website. You can also use that number to find out whether the security breach impacts your information. If the health plan does not address your concerns, then you may contact us to file a complaint at: <https://difi.az.gov/file-complaint-against-insurance-entity>

Provider Information

Providers should reach out to your patient's health plan if you are having issues processing the claim. Ask what support the plan has available for these claims' issues. You cannot require insured patients to pay for services while awaiting the claims processing issues to be resolved. If you are having issues with the health plan accepting or processing your claims as a result of the cyber incident (please note that this does not include issues independent of the cyber security issue), and you are unable to resolve those issues with the health plan, you may file a complaint with us at: <https://difi.az.gov/file-complaint-against-insurance-entity>