



Fairbanks North Star Borough

Risk Management

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April 29, 2024

Health Plan Participants,

This letter is to advise you of an important issue affecting your health benefits.

Welfare and Pension Administrative Service (WPAS) administers health benefits for the Fairbanks North Star Borough and School District. WPAS contracts with Change Healthcare, a subsidiary of the UnitedHealth Group (UHG) to issue explanation of benefits (EOB), dental claim payments, and reimbursements to members and out of network providers.

On February 21, 2024, Change Healthcare became a victim of a criminal cyberattack. This cyberattack is disrupting care and billing information operations nationwide. Change Healthcare's review of data impacted by the cyberattack is still underway. Its latest update confirms that some health data was compromised. Based on initial targeted data sampling to date, UHG found files containing personal health information (PHI) and personal identifiable information (PII) which could affect a substantial portion of people in America.

The U.S. Department of Health and Human Services' Office of Civil Rights (OCR) enforces the Health Insurance Portability and Accountability Act (HIPAA) privacy, security, and breach notification rules. Given the unprecedented magnitude of this cyberattack and in the best interest of patients and health care providers, OCR is investigating this incident to assure compliance with HIPAA rules.

This is not an official breach notification. Due the ongoing nature and complexity of the data review, it is likely to take several months of continued analysis before enough information will be available to identify and notify impacted individuals. Change Healthcare will reach out to individuals when there is sufficient information for notifications and will be transparent with the process. As the company continues to work with leading industry experts to analyze data involved in this cyberattack, it is immediately providing support and robust protections rather than waiting until the conclusion of the data review. People can visit the dedicated website at <http://changeybersupport.com/> to get more information. A call center has been established to offer free credit monitoring and identity theft protection for two years to anyone impacted. The call center can be reached at 1-866-262-5342.

Change Healthcare is in the process of reestablishing their networks to begin the process of issuing payments and EOB's. Electronic payments are already being processed and paper checks are expected to begin mailing the week of May 6, 2024. Change Healthcare is

allocating additional resources and personnel; however it is expected to take time to get all payments and EOB's issued from the back log.

In the meantime, providers can access the Temporary Funding Assistance Program at [Temporary Funding Assistance Program for Providers \(optum.com\)](https://www.optum.com)

Aetna and VSP payments remain unaffected by this issue.

If you have further questions or require additional information, please contact benefits@fnsb.gov or call (907) 459-1371.

Sincerely,



Tracy Brand
Risk Manager