

In recent days, there has been significant confusion surrounding the recent data breach involving Change Healthcare (CHC). We want to clarify that this incident pertains exclusively to Change Healthcare and not Cumberland Healthcare, which operates under the same acronym, CHC. We sincerely apologize for any inconvenience or concern this situation may have caused to patients and their families.

What Happened?

Change Healthcare recently reported a data breach that has raised concerns about the security of patient information. We understand the distress this may cause and want to assure our community that we are committed to providing accurate information regarding this incident.

On February 21, 2024, Change Healthcare found activity in their computer system that happened without their permission. On March 7, 2024, Change Healthcare learned a cybercriminal was able to see and take copies of some data within the system between February 17 – 20, 2024. Starting on June 20, 2024, Change Healthcare began notifying customers about what data may have been seen and taken. Change Healthcare is encouraging you to remain vigilant by checking bills and accounts. The data reported by Change Healthcare that may have been seen and taken includes contact information (such as name, address, date of birth, phone number, and email) plus one or more of the following:

- Health insurance data (such as health plans/policies, insurance companies, member/group ID numbers, and Medicaid-Medicare-government payor ID numbers)
- Health data (such as medical record numbers, doctors, diagnoses, medicines, test results, images, care, and treatment)
- Billing, insurance claims and payment data (such as claim numbers, account numbers, billing codes, payment cards, financial and banking, and balance)
- Other personal data (such as Social Security number, driver's license or state ID number, or other ID number)

Change Healthcare is offering free credit monitoring and identity protection services. If you have any questions or concerns, please call Change Healthcare at 1-866-262-5342 or visit www.changeybersupport.com. We encourage all patients to remain vigilant and monitor their personal information for any unusual activity. For further updates and guidance on how to protect your data in regards to this situation, please refer to Change Healthcare at <https://www.changehealthcare.com/hipaa-substitute-notice>

Again, we want to stress that Cumberland Healthcare has not experienced any data breach and is fully committed to the security and confidentiality of our patients' information. This data breach is exclusively related to Change Healthcare.

Thank you for your understanding and support.