



The State of New Hampshire Insurance Department

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FOR IMMEDIATE RELEASE

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New Hampshire Insurance Department Remains Vigilant Amid Cybersecurity Threat to UnitedHealth Group and Change Healthcare

CONCORD, NH (April 23, 2024) – The New Hampshire Insurance Department (NHID) continues to closely monitor the recent cybersecurity threat affecting UnitedHealth Group Change Healthcare. UnitedHealth Group has provided updates on the ongoing review of the impacted patient data and the progress in restoring Change Healthcare's products and services following the cyberattack.

According to UnitedHealth Group's recent announcement, preliminary findings suggest that files containing protected health information (PHI) or personally identifiable information (PII) have been accessed during the cyberattack.

"We understand the concern and disruption this cyberattack has caused for consumers and providers, and we are committed to providing support to those who may be affected," said Insurance Commissioner DJ Bettencourt.

Individuals who believe they may be impacted are encouraged to visit the dedicated website at changeybersupport.com for more information and resources. A dedicated call center has been established to provide free credit monitoring and identity theft protections for two years to anyone impacted. The call center can be reached at 1-866-262-5342.

Furthermore, the New Hampshire Insurance Department stands ready to assist any affected parties. Providers experiencing difficulties, including challenges related to getting paid or delays in prior authorization, should immediately contact the NHID for assistance. They can reach out by calling (603) 271-2261 or emailing consumerservices@ins.nh.gov.

“We remain vigilant and ready to assist any affected parties,” continued Commissioner Bettencourt. “Our priority is to support the health care community and ensure that patients receive the care they need during this challenging time.”

The New Hampshire Insurance Department Can Help

The New Hampshire Insurance Department’s mission is to promote and protect the public good by ensuring the existence of a safe and competitive insurance marketplace through the development and enforcement of the insurance laws of the State of New Hampshire. Contact us with any questions or concerns you may have regarding your insurance coverage at 1-800- 852-3416 or (603) 271-2261, or by email at consumerservices@ins.nh.gov. For more information, visit <https://www.nh.gov/insurance>.

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