



The State of New Hampshire Insurance Department

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FOR IMMEDIATE RELEASE

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New Hampshire Insurance Department Issues Letter Urging UnitedHealth Group and UnitedHealthcare to Address Change Healthcare Cyberattack Response

CONCORD, NH (March 5, 2024) – The New Hampshire Insurance Department (NHID) today issued a letter to United Health Group and United Health Care concerning the response to the cybersecurity attack at Change Healthcare. In the letter, Commissioner DJ Bettencourt emphasized the urgent need for collaborative efforts to address the challenges stemming from the cyberattack. The letter outlined pressing concerns regarding the financial impacts on healthcare providers, disruptions in healthcare services, and the need for proactive patient education.

Key points highlighted in the letter include:

- **Financial Impacts on Healthcare Providers:** The letter underscored the substantial financial impacts experienced by healthcare providers in New Hampshire, with some hospitals reporting a loss of over 50% of their commercial insurance revenue, amounting to an estimated \$2.5 million per day in revenue loss. Commissioner Bettencourt urged reassessment and expansion of eligibility criteria for financial assistance to ensure support reaches providers that are most in need, especially smaller providers.
- **Clarity on Timely Filing:** Clear guidance on the flexibility of timely filing for healthcare providers is essential in navigating challenges posed by potential delays in claims processing. Ambiguity in this area could exacerbate existing pressures on healthcare delivery.
- **Disruptions in Healthcare Services:** The cyberattack led to disruptions in various functions, including delayed clinical authorizations, pharmacy services disruptions, and the inability to access essential data. Commissioner

Bettencourt urged the consideration of waiving prior authorization requirements where appropriate to ensure timely access to necessary treatments and procedures.

- **Patient Education:** Proactive patient education efforts are crucial to inform consumers about potential impacts on healthcare services, changes in claims processing, and access to care. Clear and transparent communication will empower patients to navigate disruptions effectively.

In his letter, Commissioner Bettencourt urged prompt attention to these critical matters to mitigate the impact of the cyberattack on New Hampshire's healthcare system and to safeguard the well-being of patients and providers alike.

The New Hampshire Insurance Department looks forward to the swift response and collaboration of UnitedHealth Group and UnitedHealthcare in addressing the challenges posed by this cyber incident.

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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