BLUE CROSS BLUE SHIELD OF MASSACHUSETTS STATEMENT ON CHANGE HEALTHCARE'S CYBERSECURITY EVENT

State's leading health plan will continue to support any affected members, employer customers, and clinical partners

BOSTON – May 16, 2024 - Blue Cross Blue Shield of Massachusetts (Blue Cross) is aware that Change Healthcare, owned by UnitedHealth Group, experienced a cybersecurity incident. UnitedHealth Group has stated that preliminary sampling of the data involved in this incident found protected health information or personally identifiable information, "which could cover a substantial proportion of people in America."

We realize that our members, accounts, and clinical partners may be concerned about this announcement, and we share those concerns. We want to be clear, our systems were not impacted by this cyber incident.

Change Healthcare possesses and processes large amounts of patient data and financial transactions, which it sends between hospitals, doctors, other clinicians, and hundreds of health plans across the country, including Blue Cross.

The privacy and security of our members' data is one of our top priorities. We do not yet know if the Change Healthcare data affected by this event included our members' information. UnitedHealth Group has said it will likely take several months before it has enough information to be able to identify and notify impacted customers and individuals.

We continue to closely monitor this event and are in regular contact with Change Healthcare and UnitedHealth Group to learn as much as we can, as quickly as we can. We will support our members, clinical partners, and customers if Change Healthcare notifies us that our members' data was compromised.

In the meantime, UnitedHealth Group has created a dedicated website and call center to support those who may be concerned about their personal data. UnitedHealth Group is also offering two years of free credit monitoring and identity theft protections. We encourage our members with questions or concerns to call **(866) 262-5342** for more information and enroll in the free credit monitoring services.

About Blue Cross Blue Shield of Massachusetts
Blue Cross Blue Shield of Massachusetts (bluecrossma.org) is a community-focused, tax-paying, not-for-profit health plan headquartered in Boston. We are committed to showing up for everyone like they're the only one and guiding our members to the exceptional health care they deserve – affordably, equitably, and seamlessly. In keeping with our commitment, we are rated among the nation's best health plans for member satisfaction and quality. Connect with us on Facebook, Twitter, YouTube, and LinkedIn.