



Department of Medicaid

What You Need to Know About the Change Healthcare Security Incident

The Change Healthcare (CHC) [cybersecurity incident](#) impacted healthcare institutions across America. Your health plan or provider may have given CHC your health data because they work with plans and providers to help provide health services to you.

Earlier this year CHC announced that “a substantial proportion of the people in America” could have had some protected health information leaked as a result of this incident. While the investigation to determine whose data is impacted is not yet complete, CHC has started the process to notify impacted individuals and shared a [website](#) that provides additional information that provides additional information. We want to provide you with all of the information that you could need to protect yourself.

Here are some ways to protect yourself:

- CHC is offering two years of free credit monitoring and identity theft protections for those impacted. You can call 1-866-262-5342 or visit [the dedicated UHG/CHC website](#) to learn more.
- The federal trade commission also offers resources to help protect your identity. For additional information about other precautions available to you, visit [the Federal Trade Commission website](#).
- There are also resources and assistance available on the Ohio Attorney General’s Office [website](#).

Any affected Ohio Medicaid Members will receive a letter notification directly from CHANGE. Any questions or concerns can be directed to CHANGE 1-866-262-5342.

Protecting your personal health information is one of ODM’s top priorities. We will continue to monitor this incident closely and provide updates whenever possible.