

Frequently Asked Questions

What happened?

On February 21, 2024, Change Healthcare became aware of activity in our computer system that happened without our permission. We quickly took steps to stop that activity. We began an investigation right away and contacted law enforcement. Our security team has been working around the clock in conjunction with several top security experts to address the matter and understand what happened.

What types of data were affected?

At this point, we do not know, and this is not an official notification.

UnitedHealth Group has engaged industry leading experts to assist our internal team in learning as much as we can about the data as quickly as possible.

Given the ongoing nature and complexity of the data review, it is likely to take several months of continued analysis before enough information will be available to identify and notify impacted customers and individuals. While this comprehensive data analysis is conducted, the company is in communication with law enforcement and regulators and will do appropriate notifications when we can confirm the information involved.

When will I know if my data was impacted?

How will the notifications happen?

This is not an official breach notification. When enough information is available from our ongoing and methodical data review, we will do appropriate notifications in the most efficient way possible, as required by law.

I believe I am personally affected. What support are you offering?

A dedicated call center has been set up to offer free credit monitoring and identity theft protections for two years to anyone impacted. The call center will also include trained clinicians to provide emotional support services. Given the ongoing and complexity of the data review, the call center will not be able to provide any details on people's impacted data at this time.

The call center can be reached at [1-866-262-5342](tel:1-866-262-5342).

What steps can I take to protect myself?

While we are still investigating whether your personal information may have been affected, there are some things you can do to protect yourself:

Be on the lookout and regularly monitor the explanation of benefits statements you receive from your health plan and statements from your health care providers, as well as your bank and credit card statements, credit reports and tax returns, to check for any unfamiliar activity.

If you notice any health care services you did not receive listed on an explanation of benefits statement, please contact your health plan or doctor.

How do I get a copy of my credit report?

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at [877-322-8228](tel:877-322-8228), or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit