

Substitute Notice

On February 21, 2024, Change Healthcare became aware of deployment of ransomware in its computer system. They rapidly acted to stop the activity, disconnecting and shutting down systems to prevent further impact. An investigation was launched, and law enforcement was notified. Their security team, alongside top security experts, worked around the clock to address the issue and understand the situation. Change Healthcare has found no evidence that the incident extended beyond Change Healthcare.

Change Healthcare retained leading cybersecurity and data analysis experts to assist with the investigation which began on February 21, 2024. On March 7, 2024, they confirmed that a significant amount of data had been exfiltrated from their systems between February 17 and February 20, 2024. On March 13, 2024, they obtained a dataset of the exfiltrated files, which was safe to analyze, and began their initial targeted analysis. On April 22, 2024, after completing the analysis, Change Healthcare publicly acknowledged that the impacted data could affect a substantial portion of the American population.

On June 20, 2024, Change Healthcare began notifying customers. They also provided a link to a general substitute notice. On or after March 25, 2025, Change Healthcare informed us that certain members covered through Avesis and Liberty Dental Plan branded dental plans were impacted.

You can visit <http://changehealthcare.com> for more information about this incident and to learn about services being offered by Change Healthcare to help impacted individuals protect their information. You can also or Call center number is 1-866-262-5342 available Monday through Friday 8 a.m. to 8 p.m. CT.