SAULT TRIBE

HEALTH DIVISION

MEMORANDUM

To: Health Division's Patients

From: Leo Chugunov, Health Division's Governing Director

CC: Joel Lumsden, Assistant Health Director

Dr. Styer, Medical Director

Date: 08-01-2024

Re: Ransomware attack

Dear Valued Health Division's Patients,

I would like to inform you about a recent cybersecurity incident involving a clearinghouse that we use for insurance billing. This company, Change HealthCare, experienced a ransomware attack.

What Happened: Change Healthcare is used to provide certain electronic services involving billing, claims processing and payment. On February 21, 2024, CHC became aware of deployment of ransomware in its computer system.

What information was involved: Change Healthcare cannot confirm exactly what data was affected for each impacted individual, but the data that may have been accessed by unauthorized parties included contact information (such as first and last name, address, date of birth, phone number, and email) and one or more of the following -

1. Health insurance information (such as primary, secondary or other health plans/policies, insurance companies, member/group ID numbers, and Medicaid-Medicare-government payor ID numbers).

2. Health information (such as medical record numbers, providers, diagnoses, medicines, test results, images, care and treatment).

3. Billing, claims and payment information (such as claim numbers, account numbers, billing codes, payment cards, financial and banking information, payments made, and balance due); and/or

4. Other personal information such as Social Security numbers, driver's licenses or state ID numbers, or passport numbers.

5. The information that may have been involved will not be the same for every impacted individual.

What you can do: While CHC is still investigating whose personal information may have been involved, there are steps individuals can take to protect themselves -

1. Individuals should be on the lookout and regularly monitor the explanation of benefits statements received from their health plan and statements from health care providers, as well as bank and credit card statements, credit reports, and tax returns, to check for any unfamiliar activity.

2. If individuals notice any health care services they did not receive listed on an explanation of benefits statement, they should contact their health plan or doctor.

3. If individuals notice any suspicious activity on bank or credit card statements or on tax returns, they should immediately contact their financial institution and/or credit card company or relevant agency.

4. If an individual believes they are the victim of a crime, they can contact local law enforcement authorities and file a police report.

5. Individuals may have additional rights available to them depending on the state they live in.

You can also read the Change Healthcare official notice here: https://www.changehealthcare.com/hipaa-substitute-notice

Thank you.