

Updates on Change Healthcare Following its Breach Notification Deadline

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Change Healthcare: Senate Hearing for Single Citrix Compromised Credential Resulting in \$22,000,000 Ransom

Andrew Witty, CEO of Change Healthcare's corporate parent, apologized to those affected by the massive cyberattack against the company that has hobbled the U.S. health care system for months.

"Our response to this attack has been grounded in three principles: to secure the systems, to ensure patient access to care and medication, and to assist providers with their financial needs," he said. "We have deployed the full resources of United Health Group in this effort. I want to assure the American public: We will not rest, I will not rest, until we fix this."

Witty spoke May 1 to the Senate Finance Committee in the hearing "Hacking America's Health Care: Assessing the Change Healthcare Cyber Attack and What's Next."

The lawmakers spent more than two hours pressing Witty on issues ranging from cybersecurity to UnitedHealth Group's size and business practices, to the financial effects on doctors, hospitals and pharmacists, to the theft, potential revelation and misuse of huge amounts of patient information.

Committee Chair Sen. Ron Wyden (D-Oregon) repeatedly chastised Witty for the company's response to a hack that could have been stopped with "cybersecurity 101," by using multifactor authentication (MFA). Witty admitted he is as disappointed and frustrated as anyone about the situation and the company did not get it right when rolling out financial help to physicians and other health care providers.

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Witty said he made the decision to pay a \$22 million ransom to recover stolen data, and it was one of the hardest decisions he ever had to make. So far, the company has not seen evidence that materials such as doctor's charts or full medical histories were exfiltrated from its records. It will take months to identify affected patients and notify them, so UnitedHealth is offering two years of free credit monitoring and identity theft protection, he said.

For physicians and other providers, UnitedHealth has advanced more than \$6.5 billion in accelerated payments and is offering no interest, no fee loans, Witty said. There is a [website](#) devoted to the incident and a call center open for inquiries at 1-866-262-5342.