



**Maryland**  
INSURANCE ADMINISTRATION

# PROVIDER ADVISORY

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## CHANGE HEALTHCARE CYBERSECURITY INCIDENT

The Maryland Insurance Administration (MIA) is aware that a cybersecurity incident involving Change Healthcare is impacting health care operations nationwide. Additional information regarding this situation is available at:  
<https://www.unitedhealthgroup.com/ns/changehealthcare.html>

You should reach out to your patient's health plan if you are having issues processing the claim. Ask what support the plan has available for these claims issues. You cannot require insured patients to pay for services while awaiting the claims processing issues to be resolved.

If you are having issues with the health plan accepting or processing your claims as a result of the cyber incident (please note that this does not include issues related to processing the claims using an alternate claims system), and you are unable to resolve those issues with the health plan, you may file a complaint with us at:  
<https://insurance.maryland.gov/Consumer/Pages/FileAComplaint.aspx>