



BlueCross BlueShield
of North Carolina

MEDICARE

February 2024

Change Healthcare cybersecurity update

Please note, this communication applies to Healthy Blue + MedicareSM (HMO-POS D-SNP) offered by Blue Cross and Blue Shield of North Carolina.

On February 21, 2024, we were alerted that one of our vendors, Change Healthcare (a subsidiary of Optum), experienced a cybersecurity event. As of this notice publishing, Change Healthcare has confirmed that their systems are unavailable.

Your provider data and information with our plan is safe. Our systems are not impacted because of this event, and out of an abundance of caution we severed network connections to Change Healthcare.

You may have questions about how this security event impacts your ability to do business with us. It is important to know that you can still use [Availity Essentials](#) to safely submit electronic transactions to our plan.

For more detail on this, and as information about this cybersecurity event evolves, refer to the [Change Healthcare Cybersecurity Event Frequently Asked Questions](#).

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

Blue Cross and Blue Shield of North Carolina Senior Health, DBA Blue Cross and Blue Shield of North Carolina, is an HMO-POS D-SNP plan with a Medicare contract and a NC State Medicaid Agency Contract (SMAC). Enrollment in Blue Cross and Blue Shield of North Carolina Senior Health depends upon contract renewal.

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