

United States Senate
WASHINGTON, DC 20510-3203

March 1, 2024

The Honorable Chiquita Brooks-LaSure
Administrator
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244

Re: Change Healthcare Cyberattack

Dear Administrator Brooks-LaSure:

I write with an urgent request following the massive cyberattack last week targeting Change Healthcare, subsidiary of UnitedHealth Group, that has severely impacted operations at pharmacies, hospitals, and healthcare providers throughout New York State and across the country. The cyberattack resulted in a widespread network interruption, disrupting insurance claims and payment processes nationwide, with Change Healthcare suspending more than 100 services as it works to identify system vulnerabilities and recover user information.

Across New York State, healthcare providers that rely on the services of Change Healthcare are facing acute financial and operational challenges that have lasted more than a week and show no sign of resolution. As a consequence of the termination of Change Healthcare's systems, hospitals, pharmacies, and healthcare providers are facing an immediate – and rapidly intensifying – adverse impact on their cash flow and, ultimately, on their financial solvency.

While Change Healthcare remains offline, impacted healthcare institutions and providers will remain hamstrung and are unable to complete the necessary tasks to deliver care. Patients can't access necessary eligibility checks needed to determine if their insurance will cover a prescribed treatment, or even get their needed medications filled at the local pharmacy. Hospitals are struggling to process claims, bill patients, and receive electronic payments, leaving them financially vulnerable. Many hospitals are approaching a financial cliff where they will no longer be able to rely on their cash on hand.

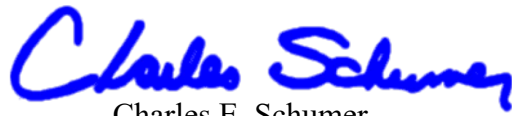
I urge that the Centers for Medicare & Medicaid Services (CMS) to immediately make Accelerated and Advanced Payments available to the hospitals, pharmacies, and relevant providers who have been impacted by the Change Healthcare cyberattack. In addition, CMS should also direct Medicare Administrative Contractors (MACs) to use a streamlined and efficient process to ensure claims processing and payments resume in a timely manner. The longer this disruption persists, the more difficult it will be for hospitals to continue to provide comprehensive healthcare services to patients.

The attack on Change Healthcare, one of America's largest healthcare companies, underscores the importance of robust cybersecurity measures in safeguarding sensitive patient information and the need to address vulnerabilities promptly. Once again, I urge CMS to take immediate action to help

minimize the cascading consequences of this attack and ensure the continued delivery of lifesaving patient care services in communities across New York State.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in blue ink that reads "Charles Schumer". The signature is written in a cursive, flowing style.

Charles E. Schumer
United States Senator