



FOR IMMEDIATE RELEASE

Health Insurance IDs Displayed in Window Envelope

NASHVILLE, Tenn., April 19, 2018—Change Healthcare is a national healthcare technology firm that works with Capital District Physicians' Health Plan (CDPHP®) to send Explanation of Benefits* (EOB) to individuals on the health plan's behalf. We recently learned that some CDPHP members received an EOB with their name, address, and mistakenly, their member ID in the address window of the envelope. No other data – including claims information – was visible through the envelope. The error impacted EOB mailings sent between February 3, 2018, and February 17, 2018.

In coordination with CDPHP, Change Healthcare investigated this event thoroughly and resolved the error that caused the member number to be displayed. Although there is no evidence of actual or attempted misuse of CDPHP member information as a result of this event, Change Healthcare takes cybersecurity very seriously and to that end, encourages individuals to review their health account statements, health insurance records, and EOBs. Personal vigilance in regularly reviewing these and other documents for unusual or suspicious activity plays an important role in safeguarding protected and sensitive information.

On behalf of CDPHP, Change Healthcare is in the process of notifying affected individuals. Those with concerns are being asked to call the CDPHP member services team at (518) 641-3140 or toll free at 1-877-269-2134, Monday through Friday, 8 a.m. to 8 p.m. ET.

About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions, and technology-enabled services to enable better patient care, choice, and outcomes at scale. As a key catalyst of a value-based healthcare system, we are accelerating the journey toward improved lives and healthier communities. Learn more at www.changehealthcare.com.

*An Explanation of Benefits (EOB) is not a bill, but serves to keep you informed of how your care is being covered. It will show how much your health plan has paid, how much you have paid, and any outstanding amount you may still owe your provider.

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Media contacts:

Change Healthcare: Kerry Kelly, (339) 236-2756, kerry.kelly@changehealthcare.com

Capital District Physicians' Health Plan: Ali Skinner, (518) 605-4497, ali.skinner@cdphp.com

Change Healthcare
3055 Lebanon Pike, Suite 1000
Nashville, TN 37214

P 615. 932. 3292
F 615. 231. 4843

changehealthcare.com