Important Update on Rhode Island Data Breach

December 17, 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) is aware of and working to understand the cybersecurity attack at Deloitte that has compromised the State's data related to health coverage and health and human services programs or benefits. This involves all services managed through the State's RI Bridges system.

Neighborhood has taken proactive steps and disconnected all its data file transfers with the State until the scope of the security breach is better understood. There is no indication at this time that Neighborhood's data or information systems have been compromised. We assure you that it is safe to conduct your business operations with Neighborhood at this time.

Based on what Neighborhood understands currently about the State's data integrity, Neighborhood's provider operations (e.g. prior authorizations, claims processing, medical management) can be performed as usual through December 31, 2024.

Simultaneously, Neighborhood is working with the State to determine how data processing will be managed if Deloitte is unable to have the system safely operational before January 1, 2025. We are closely monitoring developments and will actively support the State's efforts to manage and resolve this ongoing situation. Any updates, including the processing of member eligibility and enrollment by the State, will be provided as it becomes available.

Neighborhood commits to working closely with its members, providers, and community partners to ensure our members get the care and services they need. For ongoing updates, resources on how patients can protect their personal information, and managing services affected by the breach, please visit the State's designated response website at **cyberalertri.gov**.

If you have any additional questions regarding this matter, please contact the Provider Services team at 1-800-963-1001.

Note: This notice was sent via email on December 17, 2024 to all providers registered for Neighborhood's News and Updates. If you would like to be added to the distribution list, please click here to sign up.