

Important Update on Rhode Island Data Breach

Neighborhood News – January 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) is aware of and responding to the cybersecurity breach to its RIBridges system. The State has indicated the system remains disconnected from other technology while restoration processes are underway. The State has established other ways to enroll in health coverage as well as health and human services programs or benefits.

Neighborhood continues to work closely with the State to determine when it is safe to reconnect with their systems and/or process transmitted data. **As the State provides third-party certification of the safety of all the data and technology related to the operations of the RIBridges system, Neighborhood is re-establishing digital connections.** Over the coming month, Neighborhood expects to increase its electronic data interchange (EDI) transactions. This means our delegates and community partners will begin to see increases in transactions through business operations with Neighborhood.

Electronic data connections between your organization and Neighborhood remain secure and operational. Neighborhood's provider operations (e.g., prior authorizations, claims processing, medical management) can be performed as usual.

We understand that the security of our systems is paramount to the ongoing success and trust within our organization. Rest assured, we will continue to prioritize cybersecurity and the protection of our digital assets.

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.