

FAQ in Response to RI State Cyberattack
Talking Points for Provider-Facing Teams
Wednesday, December 18, 2024

1. What happened?

There was a cyberattack on the Rhode Island state government. This means hackers were able to access some of the state's computer systems.

2. What information might have been stolen?

It's believed that hackers might have stolen Social Security numbers and bank account numbers from some people. Anyone who has received or applied for health insurance or health and human services programs or benefits could be impacted by this breach. The programs and benefits managed through the state's system include:

- a. Medicaid
- b. Supplemental Nutrition Assistance Program (SNAP)
- c. Temporary Assistance for Needy Families (TANF)
- d. Child Care Assistance Program (CCAP)
- e. Health coverage purchased through HealthSource RI
- f. Rhode Island Works (RIW)
- g. Long-Term Services and Supports (LTSS)
- h. General Public Assistance (GPA) Program

3. Were Neighborhood members victims of the attack?

We don't know yet if any information about Neighborhood members was accessed. Households that may have had personal information compromised will receive a letter in the mail from the State that explains how to access free credit monitoring.

4. Do I need to alter how I do business with Neighborhood?

No, provider operations will continue as usual at through December 31, 2024. Providers can continue to provide and bill for services for Neighborhood members. All current policies, procedures and guidelines are to be followed.

5. What has Neighborhood done to ensure that member data is secure?

- There is no sign right now that Neighborhood's data or systems have been breached, but we are taking steps to protect our member's information.
- We have disconnected our link to the State's computer systems until we know more about what's going on.
- Our employees are being updated on the situation often and know how to keep member data safe.

6. Where can I find more information?

- a. Visit the state's website, RI Bridges Alert, for the latest information: cyberalertri.gov.
- b. Neighborhood sent this update to providers: [Important Update on Rhode Island Data Breach](#)

7. Does this impact all Neighborhood's Lines of Business?

Yes, all Neighborhood lines of business of are impacted by this issue.

8. Is Navinet still available to use for eligibility and claim status?

Yes, Navinet is available for providers to confirm eligibility and claim status for Neighborhood members.