**FAQ in Response to RI State Cyberattack**  
**Talking Points for Provider-Facing Teams**  
**Tuesday, January 28, 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:

1. Medicaid
2. Supplemental Nutrition Assistance Program (SNAP)
3. Temporary Assistance for Needy Families (TANF)
4. Child Care Assistance Program (CCAP)
5. Health coverage purchased through HealthSource RI
6. Rhode Island Works (RIW)
7. Long-Term Services and Supports (LTSS)
8. General Public Assistance (GPA) Program
9. **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.
10. **Are electronic data connections secure?**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 with the state. 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.
11. **Do I need to alter how I do business with Neighborhood?**

Providers can continue to provide and bill for services for Neighborhood members. All current policies, procedures and guidelines are to be followed. 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.

1. **Where can I find more information?**
   1. Visit the state’s website, RI Bridges Alert, for the latest information: [cyberalertri.gov](file:///C:/Users/alippa/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/IOXYS9DB/cyberalertri.gov).
   2. Neighborhood sent this update to providers: [Important Update on Rhode Island Data Breach](https://www.nhpri.org/wp-content/uploads/2024/12/Important-Update-on-Rhode-Island-Data-Breach.pdf)

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

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

1. **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.