

### **Change Healthcare Cyberattack Incident Timeline:**

Feb 27, 2024: BCFR is informed by our EMS billing company, Change Healthcare, of a cyber-attack that shuts down all billing claims processing.

March 2024: BCFR leadership team meets weekly with Change Healthcare for status updates and planning initiatives.

April 2024: Limited billing operations begin, not including EMS claims processing which would be restored in June/July. Simultaneously, a draft request for proposal (RFP) is sent to County Purchasing to acquire a new billing vendor.

July 2024: EMS claims commence resulting in limited revenue transmitted to Brevard County.

August 2024: New EMS billing company is awarded and BCFR immediately begins the onboarding process.

November 2024: Change Healthcare claims processing systems are fully restored.

December 2024: Change Healthcare agrees to extend the collection period through July 2025 to administer claims received before December 31, 2024, with intent to maximize revenue.

January 2025: Newly awarded EMS billing company begins claims processing for all dates of service on or after January 1, 2025.

### **Department Actions Moving Forward:**

- Currently collaborating with the County Attorney's Office to issue a demand memorandum to Change Healthcare, requiring the submission of complete billing details for all transactions conducted during the fiscal year of the cyber-attack.
- Commission an audit to review each bill and determine revenue lost.
- In accordance with the original Change Healthcare contract and County insurers, determine feasibility to file an insurance claim against cyber-attack losses.
- If reasonable, explore civil action against Change Healthcare for lost revenues as determined by the audit.