



NETWORK *Notification*

Notice Date: December 16, 2020
To: Ohio Medicaid, MyCare, MA/D-SNP Providers
From: CareSource
Subject: SolarWinds Cyberattack

Summary

This notification is to provide information to CareSource providers on the impacts of the recent cyberattack on SolarWinds products and provide guidance on how to protect network security and members' information, in alignment with HIPAA requirements.

Impact

CareSource utilizes SolarWinds products. While we have not identified any issues related to the use of these products, we have disabled them and continue to investigate as more information is released.

The SolarWinds cyberattack is not anticipated to impact CareSource's ability to support our providers.

We encourage CareSource providers to evaluate whether you utilize SolarWinds products or are connected to third parties that utilize SolarWinds products, as well as assess whether preventive actions should be taken.

Importance

This compromise poses an unacceptable risk to a network's security, and the U.S. Cybersecurity and Infrastructure Security Agency (CISA) has indicated in [Emergency Directive 21-01](#) that immediately disconnecting affected devices is the only known mitigation measure currently available.

Questions?

Providers may contact CareSource's Provider Services with any questions by calling **1-800-488-0134 (Medicaid/MyCare)** or **1-833-230-2176 (MA/D-SNP)**. Our hours of operation are 8 a.m. to 6 p.m., Monday through Friday, Eastern time.

OH-Multi-P-381253