



Dear Provider,

All issues have been resolved and all systems are now available. Thank you for your patience.

Thank you,

Department of Health Care Policy & Financing

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Dear Provider,

CrowdStrike, a leading security product vendor and supplier for the fiscal agent, reported a problem on Friday, July 19, 2024, with an update to their product.

The cybersecurity firm said the problem has been "identified, isolated and a fix has been deployed." The issue has caused major IT problems for servers worldwide, disrupting transport, healthcare, businesses and other sectors across the globe.

The Provider Services Call Center is currently unavailable. Additional information will be provided when available. We apologize for the inconvenience.

Thank you,

Department of Health Care Policy & Financing

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