High Desert Medical Group/ Heritage Health Care
System Incident Notice for Website
December 27, 2022

High Desert Medical Group/ Heritage Health Care became aware of a computer system incident on Friday December 2, 2022.

As a result, we have had to disable access to our impacted systems in order to prevent any further events from occurring. We continue to utilize enhanced security measures and monitoring capabilities across our network to help detect and prevent further activity.

Please see below current system status and expected restore date.

Member and Provider-Facing System Status

System	Current System Status	Expected Restore Date
Eligibility/Claims (EZ-NET)	Online	N/A
Authorizations (q.)	Online	N/A
Appointments (NextGen/NextMD)	Online	N/A
Phone System	Online	N/A
EMR	Online	N/A

Claims and Authorization Processing System Status

System	Current System Status	Expected Restore Date
Eligibility/Claims (EZ-CAP)	Online	N/A
Authorizations (q.)	Online	N/A

In the meanwhile, if you are a Member or Provider of High Desert Medical Group/Heritage Health Care and require assistance related to the services we provide, please contact us at one of the numbers below. If you are a provider that submits authorization/referral requests through our portal and you are currently unable to do so, please send the request to us via the UM fax line listed below.

Department	Phone Number	Fax Number
Member Services	(800) 266-4364	N/A
Utilization Management (UM/Referrals)	(661) 951-3000	(661) 726-3890
Claims	(661) 726-3821	(661) 726-3867
Case Management - Inpatient	(661) 951-3034	(661) 952-3625
Case Management - Outpatient	(661) 951-3034	(661) 952-3625
Network Management	(661) 951-3052	(661) 726-3890
After Hours (8pm-5am) for On-Call Provider or Nurse	(661) 945-5984	N/A

We thank you for your patience while we bring our systems back online. We will continue to provide updates as soon as we have more information.

-High Desert Medical Group/Heritage Health Care