

## CLIENT SUCCESS STORY:

# Healthcare Organization Impacted by a Cyber-Related Business Interruption

Client: Insurance Carrier  
Industry: Healthcare

## BACKGROUND:

A national healthcare organization experienced a significant disruption to critical operations following a cyberattack at a third-party medical clearinghouse it relied on for billing and claims processing. The clearinghouse supported essential revenue cycle functions, and the cyber event interrupted the organization's ability to process claims, submit billing, and maintain normal operational workflows.

As a result, the organization faced disruption across billing operations and related administrative processes while continuing to manage ongoing patient and operational responsibilities. Clarity was needed on how the cyberattack at the clearinghouse was affecting day-to-day operations and overall business activity.

## OBJECTIVE:

Meaden & Moore was engaged to quantify the business interruption impact caused by the disruption at the clearinghouse for a healthcare provider. The objective was to assess how the interruption to billing and claims processing affected operations, assess the duration of the interruption, and provide clear insight into the resulting impact on business activity to support informed decision-making.

## AT A GLANCE

### Challenges:

- Cyber-Related Disruption
- Operational Interruption
- Business Impact Assessment

### Benefits:

- Clear Understanding of Business Interruption Impact
- Objective Evaluation of Operational Disruption
- Timely Claim Resolution

## THE CHALLENGE:

- The cyberattack disrupted a critical third-party clearinghouse used for billing and claims processing, directly affecting the policyholder's revenue cycle and daily operations. With billing activity interrupted and workflows impacted, our client needed to understand how long operations were affected, how the disruption influenced business performance, and what the operational consequences were as systems and processes were restored.

## OUR APPROACH:

### Business Interruption Assessment

- Meaden & Moore evaluated how the cyberattack disrupted billing, claims processing, and related operational functions. The team focused on identifying which business processes were affected and how those disruptions interfered with normal business activity.

### Scope and Duration of the Interruption

- The team reviewed the timing and progression of the disruption to understand when billing and operational processes were impaired, how long the interruption persisted, and when activity began to normalize. This provided clarity around the interruption period and its operational impact.

### Financial Reconciliation and Impact Review

- Meaden & Moore reviewed operational and financial information to assess how the interruption of billing and claims processing affected overall business activity. By aligning operational disruption with financial data, the team provided a clear view of the business interruption resulting from the cyberattack.

## ADDITIONAL HIGHLIGHTS:

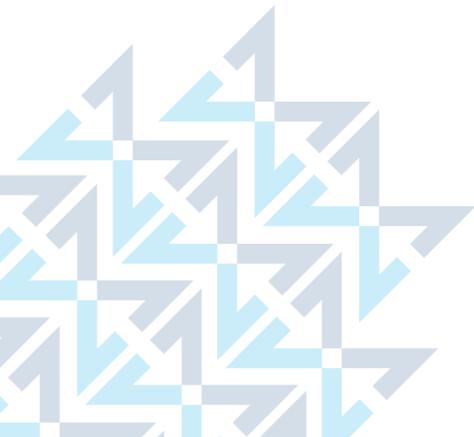
- Assessed business interruption resulting from reliance on a third-party medical clearinghouse.
- Evaluated the relationship between disrupted billing processes and operational impact.
- Provided clear documentation of the interruption's effect on business activity.
- Sorted through various documentation provided by the insured to determine relevant or irrelevant data.

## RESULTS:

- Delivered a clear measurement of the business interruption.
- Streamlined settlement through constant communication with the policyholder and client.

## THE OUTCOME:

- Meaden & Moore's work helped assess the full impact of a cyber business interruption. By clarifying how the disruption to billing and claims processing translated into operational and business impact, the engagement supported confident decision-making and reinforced Meaden & Moore's ability to assist clients through cyber-driven business interruption events.



## KEY TAKEAWAYS:

This engagement highlights Meaden & Moore's experience supporting our clients and healthcare organizations through cyber business interruption events. When cyberattacks disrupt third-party service providers critical to billing and operations, understanding the resulting business interruption is essential.

## COLLABORATIVE APPROACH:

When a cyberattack disrupts billing and operations, the impact is felt immediately across the business.

Addressing these situations requires close collaboration across the Meaden & Moore team. Professionals with experience in business interruption, operational analysis, and financial assessment work together to evaluate the disruption from multiple perspectives. This coordinated approach ensures consistency, efficiency, and a clear understanding of how the cyber event affects day-to-day operations.

By working as an integrated team, Meaden & Moore is able to provide timely insight, respond quickly as conditions evolve, and support clients through complex and dynamic disruptions. The collaborative effort reinforces a unified view of impact and helps maintain momentum throughout the interruption period.



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*“Client service is about being present and responsive. During a cyber business interruption review, our priority is helping clients with clear insight, team-oriented strategies, consistent support, and a steady focus on the policyholders’ operations.”*

— John Balsamo, Vice President