FOR IMMEDIATE RELEASE

Media contacts: Clinton Bennett, DHSS, 907-269-4996, clinton.bennett@alaska.gov

DHSS website experiencing cyberattack; some services disrupted as investigation is conducted

May 18, 2021 ANCHORAGE – The Department of Health and Social Services (DHSS) has identified the dhss.alaska.gov website as the target of a malware attack. The department is investigating the incident in cooperation with the appropriate authorities and is taking immediate actions to prevent further disruption and harm to its servers, systems and databases.

“I am grateful to our Information Technology staff for the long hours they have already put in to work through this cyberattack and for everyone at DHSS who is making sure our programs and services have not been halted,” said Commissioner Adam Crum. “Unfortunately, this type of malicious attack is part of the cost of conducting any kind of business online as there are constant threats from people worldwide trying to infiltrate IT systems. I want to assure Alaskans that our department is doing everything possible to get our website back up and running safely and to understand the scope of the attack, its impacts, and how to prevent this from happening in the future.”

The DHSS website was taken offline the evening of Monday, May 17 while the investigation is being conducted and will be unavailable to the public until further details are known about the incident. Some services, such as COVID-19 vaccine appointment scheduling and the data dashboards, are hosted by outside sources and can still be accessed through covid19.alaska.gov.

The list of affected services is below. However, the department is working as quickly as possible to ensure continuity of services to beneficiaries and providers. Investigators are also in the process of determining whether any personal or confidential information was compromised.

At this time, there are no details about who initiated the attack, why they targeted DHSS, whether this attack is related to any other recent attacks, or how long the website may be down. As is common with an investigation into this type of cyberattack, this one is expected to take some time to fully understand the full scope and impact of the incident.

The department will continue to provide updates to the public as details are confirmed, including notifying any partners, vendors or individuals who may be identified as being directly affected by the attack.
For phone assistance during business hours (8 a.m. - 4:30 p.m.), please contact the department at 907-269-7800 or download a detailed list of contacts for divisions, sections and programs. For questions specific to COVID-19, the COVID-19 vaccine helpline is available at 907-646-3322 from 9 a.m. - 6:30 p.m. on weekdays, and 9 a.m. - 4:30 p.m. on weekends. You may also email covid19vaccine@alaska.gov for help. We ask Alaskans for their patience as we work through this rapidly evolving situation during an already demanding time.

###

List of DHSS services offline as of May 18, 2021

The following online services are currently offline. This list may change as some services go offline or others return back online. We recommend using the phone list attached to this press release if you have further questions about specific services.

- AKAIMS – Alaska's Behavioral Health and Substance Abuse Management System
- DHSS public website
- State of Alaska Vital Records System
- DHSS Background Check System
- Find A Childcare Provider
- Case Management System – Temporary Assistance for Needy Families (TANF) Work Activities
- IBIS – Indicator Based Information System for Public Health
- ILP – Grantee Based System for Infant Learning Program
  - Grantee-based information exchange for the Infant Learning Program
  - Grantee-based reporting for the Infant Learning Program
- SAGE – System for Schools to Report Vaccine Data to Public Health
- YODA – Youth Offender Data Application for Youth Courts
- GEMS – Grantee Portal for Grants Electronic Management System
- AKVaxMatch – Alaska Provider Vaccine Exchange
- Developmental Disabilities Waiver Online Form
- DHSS Epidemiological Bulletins
- Count of Available Beds in Various Behavioral Health Facilities
- Review Process for Health Care Construction Projects and Equipment Purchases State Expends for Medicaid
- Vital Statistics Online Data Request Form
Department of Health & Social Services
Contact List

Office of the Commissioner: 907-269-7800

Division Contact
- Office of the Commissioner 907-269-7800
- Alaska Pioneer Homes 907-465-4416
- Alaska Psychiatric Institute 907-269-7100
- Behavioral Health 800-465-4828
- Finance and Management Services 907-465-3030
- Health Care Services 907-465-5829
- Juvenile Justice 907-465-2212
- Office of Children’s Services 907-269-4000
- Public Assistance 888-876-2477
- Public Health 907-465-3090
- Senior and Disabilities Services 800-478-9996

Assistance Services
- Adult Public Assistance 800-478-7778
- Child Care 888-268-4632
- Chronic & Acute Medical Assistance 800-478-7778
- Denali KidCare 800-478-7778
- Food Stamps (SNAP) 800-478-7778
- General Relief Assistance 800-478-7778
- Heating Assistance 800-478-7778
- Medicaid 800-478-7778
- Medicare 800-633-4227
- Senior Benefits 800-478-7778
- Temporary Assistance 800-478-7778
- WIC (Women’s, Infants, and Children) Program 907-465-3100

Children’s Services
- Report Child Abuse 800-478-4444 reportchildabuse@alaska.gov
- Adoption & Guardianship 800-478-7307
- Family Nutrition Services 907-465-3100
- Foster Care 800-478-7307
- Head Start Services 866-763-6481
- Independent Living 465-8659
- Infant Learning Program 1-800-478-9996
- Victim’s Rights (Juvenile Justice) 844-754-3460

Health Services
- Alaska Psychiatric Institute 800-770-3930 or 907-269-7100
- Birth, Death, Divorce & Marriage Certificates 907-269-0991
- Breast and Cervical Cancer 800-410-6266
- COVID-19 vaccine helpline 907-646-3322 covid19vaccine@alaska.gov
- Fetal Alcohol Syndrome 877-393-2287
- Genetic and Pediatric Specialty Clinics 907-269-3418
- Health Facilities Licensing & Certification 907-334-2664
- Immunization Information 888-430-4321
- Medicaid Preferred Drug List 907-334-2425
- Newborn Metabolic Screening 907-334-2295
- Oral Health 907-269-7378
- Personal Care Services Program 800-478-9996
- Public Health Nursing Centers 907-334-2260
- Residential Licensing 907-334-2492
- Suicide Prevention 877-266-4357
- Substance Abuse Treatment 800-662-4357
- Tribal Health 907-269-7285
- Tobacco Prevention and Control 907-269-2020
- Vital Records 907-465-3391

Services for Adults
- Adult Public Assistance 800-478-7778
- Alaska Pioneer Homes 907-465-4416
- Central Intake for Critical Incident Reporting & Mandatory Reporting 1-800-478-9996 or 907-269-3686 (907)269-3648 fax dsds.mcintake@hss.so.a.directak.net DSM (secure) email
- Medicaid 888-804-6330
- Medicaid Preferred Drug List 907-334-2425
- Personal Care Services Program 800-478-9996
- Report Abuse of Vulnerable Adults 800-478-9996 or 907-269-3666
- Senior Benefits Program 800-478-7778

May 2021