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To Enroll, Please Call:

(888) 220-5517

Or Visit:

<https://response.idx.us/HPHC>

Enrollment Code:

June 15, 2023



Dear [REDACTED]

Harvard Pilgrim Health Care ("Harvard Pilgrim") is writing to inform you of a cybersecurity incident that may involve your personal information and/or protected health information. We are not aware of any misuse of your personal information or protected health information as a result of this incident. We are providing information about the measures Harvard Pilgrim has taken in response to the incident, and steps you can take to help protect yourself against possible misuse of information.

What Happened

Harvard Pilgrim is a subcontractor of Health Plans, Inc. ("HPI"), and we provide services to support the administration of health plans offered by HPI, which includes claims pricing, provider eligibility validation, and fraud, waste, and abuse analysis. On April 17, 2023, Harvard Pilgrim discovered it was the victim of a cybersecurity ransomware incident that impacted systems used to service clients, including HPI. After detecting the unauthorized party, we proactively took our systems offline to contain the threat. We notified law enforcement and regulators and are working with third-party cybersecurity experts to conduct a thorough investigation into this incident and remediate the situation.

We take the privacy and security of the data entrusted to us seriously. We are continuing our active investigation and conducting extensive system reviews and analysis before we can resume our normal business operations. Unfortunately, the investigation identified signs that data was copied and taken from Harvard Pilgrim systems from March 28, 2023, to April 17, 2023. On May 17, 2023, we determined that the files at issue may contain HPI personal information and/or protected health information.

What Information Was Involved

The personal information and/or protected health information in the files at issue may include your name, physical address(es), phone number(s), date of birth, health insurance account information, Social Security number, and clinical information (e.g., medical history, diagnoses, treatment, dates of service, and provider names). Harvard Pilgrim is not aware of any misuse of your personal information or protected health information as a result of this incident.

What We Are Doing

As explained above, Harvard Pilgrim took immediate steps to secure its systems and engaged third-party forensic experts to assist in the investigation. Further, in response to this incident, we implemented and/or are continuing to implement additional cybersecurity safeguards to our existing robust infrastructure to better minimize the likelihood of this type of event occurring again.

What You Can Do

We recommend that you remain vigilant, monitor and review all of your financial and account statements and explanations of benefits, and report any unusual activity to the institution that issued the record and to law enforcement. You may also review the guidance contained in *Steps You Can Take to Protect Personal Information*.

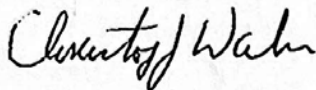
Additionally, Harvard Pilgrim is providing you with the opportunity to register for two (2) years of complimentary credit monitoring and identity protection services through IDX. Although we are making these services available to you, we are

unable to enroll you directly. For enrollment instructions, please review the information contained in the attached *Steps You Can Take to Protect Personal Information*. If you are already enrolled in the complimentary credit monitoring and identity protection services provided, you do not need to enroll again.

For More Information

The security of your protected health information is a top priority for us. We sincerely regret this incident occurred and for any concern it may cause you. We understand that you may have additional questions. For assistance with questions regarding this incident, please call IDX at (888) 220-5517 or go to <https://response.idx.us/HPHC>. Representatives are available between the hours of 9:00 am to 9:00 pm Eastern time, Monday through Friday (excluding U.S. holidays).

Sincerely,

A handwritten signature in black ink that reads "Christopher Walsh". The signature is written in a cursive, flowing style.

Christopher Walsh
VP, Privacy & Fraud Prevention and Recovery
Point32Health

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

Enrollment Code: LC9X9LMSPD

Go to <https://response.idx.us/HPHC> and follow the instructions for enrollment using your Enrollment Code above. Additionally, you may call the IDX call center at (888) 220-5517 (toll free), Monday through Friday from 9:00 a.m. to 9:00 p.m. ET, excluding U.S. holidays. If you are already enrolled in the complimentary credit monitoring and identity protection services provided, you do not need to enroll again. Please note the deadline to enroll is November 23, 2023.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094