



August 14, 2023

Dear 

We are sending you this letter to tell you about a data security incident that involved some of your personal information. This notice explains what happened and the actions we have taken as a result.

The University of Massachusetts Chan Medical School (“UMass Chan”) provides services to the Massachusetts Executive Office of Health and Human Services (EOHHS). Agencies and programs within EOHHS include MassHealth, the State Supplement Program (SSP), the Executive Office of Elder Affairs (EOEA), and Family Resource Centers. You are getting this letter because you get services from one or more of them.

For example:

- **MassHealth** provides health care coverage and in some cases helps pay for health insurance;
- The **State Supplement Program (SSP)** provides extra payments to people on SSI (Supplemental Security Income) and SSDI (Social Security Disability Insurance);
- **EOEA** provides in-home services to older people through aging service providers known as Aging Services Access Points (ASAPs);
- **Family Resource Centers** provide a wide array of services to families, including parent education classes, support groups, information and referral, mentoring, and educational supports.

This incident was part of a world-wide data security incident involving a software program called MOVEit. MOVEit is used by thousands of organizations around the world to transfer files. This MOVEit incident has impacted state and federal government agencies, financial services firms, pension funds, and many other types of companies and not-for-profit organizations. MOVEit was used to transfer files as part of the services provided to the EOHHS agencies and programs listed above.

### **What Happened**

On June 1, 2023, UMass Chan learned that a security flaw in MOVEit allowed unauthorized access to some of the files that were shared using this software. After learning of this security flaw, UMass Chan contacted law enforcement and launched an investigation.

Through our investigation, we learned that unauthorized parties used the security flaw in the MOVEit software to gain access to certain files that had been shared between May 27, 2023, and May 28, 2023.

## **What Information Was Involved**

UMass Chan has identified the files that may have been subject to unauthorized acquisition as a result of the MOVEit security flaw. On July 27, 2023, UMass Chan determined that some of these files contained your name and your Social Security Number, Date of Birth, Address, and Medicare/Medicaid Number.

## **What You Can Do**

We encourage individuals to remain vigilant by reviewing their financial account statements. If you see charges or activity that you did not authorize, contact your financial institution immediately. Take steps to protect your accounts by contacting your bank, credit union, or financial institution immediately by using the number on the back of your bank card or by visiting in person.

**Free Credit Monitoring.** We are offering you a free five-year membership for credit monitoring with Experian's IdentityWorks<sup>SM</sup>. This product helps detect possible misuse of your information and gives you identity protection support. The focus of this service is to immediately identify and resolve identity theft. IdentityWorks is completely free. Enrolling in this program will not hurt your credit score.

**For more information on IdentityWorks, including instructions on how to set up your free membership, as well as some other steps you can take to protect your information, please see the pages that follow this letter.**

## **What We are Doing**

We take your privacy and the security of your confidential information very seriously. Since this event occurred, we have implemented all publicly available software fixes for the MOVEit application, and we have taken steps to monitor our vendors' data security practices more closely.

## **For More Information**

We regret any inconvenience or concern this may cause. If you have any questions, please call **855-862-7769**, Monday through Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time. Our agents can speak with you in your preferred language. For MassRelay TTY/ASCII dial 711 or 800-439-2370 (English) / 866-930-9252 (Spanish).

Sincerely,



James G. Healy, JD  
Deputy Executive Vice Chancellor for Management

## Activate IdentityWorks In Three Easy Steps

1. ENROLL by: **11/11/2023** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code:** [REDACTED]

If you have questions about the product, need help with Identity Restoration due to this incident, or are unable to enroll in Experian IdentityWorks online, please contact Experian's customer care team at 844-267-1469. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

### ADDITIONAL DETAILS ABOUT YOUR 5 YEAR EXPERIAN IDENTITYWORKS MEMBERSHIP:

This service is free. You do not need a credit card to enroll in Experian IdentityWorks.

You can contact Experian about any fraud issues **immediately without enrolling in the product**. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors your Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit>  
or call 844-267-1469 to register with the activation code above.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 844-267-1469.

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\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## ADDITIONAL STEPS YOU CAN TAKE

Under Massachusetts law, you have the right to a copy of any police report filed regarding this event. If you are the victim of identity theft, you have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your authorization. Please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans; credit cards; mortgages; employment; housing; or other services.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by phone, by online form, or by regular, certified or overnight mail at the addresses below:

### Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

(800) 349-9960 or (800) 685-1111

<https://help.equifax.com/s/article/How-do-I-place-temporarily-lift-or-permanently-remove-a-security-freeze>

### Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

(888) 397-3742

<https://www.experian.com/freeze/center.html#content-01%C2%A0>

### Trans Union Security Freeze Fraud Victim Assistance Department

P.O. Box 6790

Fullerton, CA 92834

(888) 909-8872

<https://www.transunion.com/credit-freeze>

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Current address;
3. Social security number;
4. Date of birth;
5. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
6. Proof of current address such as a current utility bill or telephone bill;
7. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that you can use to authorize the removal or lifting of the security freeze.

To lift the security freeze to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

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**This information is important. It should be translated right away.  
We can translate it for you free of charge.  
Call us at (855) 862-7769. TDD/TTY: 711.**

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Esta información es importante y debe ser traducida inmediatamente. Podemos traducirla para usted gratuitamente. Llámenos al (855) 862-7769 o por TDD/TTY: 711. (Spanish)

Cette information est importante. Prière de la traduire immédiatement. Nous pouvons vous la traduire gratuitement. Appelez-nous au (855) 862-7769. TDD/TTY: 711. (French)

Esta informação é importante. Deverá ser traduzida imediatamente. Nós podemos traduzi-la para você gratuitamente. Entre em contato conosco no (855) 862-7769. TDD/TTY: 711. (Brazilian Portuguese)

Questa informazione è importante. Si preghi di tradurla immediatamente. Possiamo tradurla per voi gratuitamente. Chiamate all (855) 862-7769. TDD/TTY: 711. (Italian)

此處的資訊十分重要，應立即翻譯。我們可以免費為您翻譯。請撥打電話號碼 (855) 862-7769 (TDD/TTY: 711)，與我們聯繫。(Chinese)

이 정보는 중요합니다. 이는 즉시 번역해야 합니다. 저희는 귀하를 위해 이를 무료로 번역해드릴 수 있습니다. 일반 전화인 경우 (855) 862-7769로, TDD/TTY 전화인 경우 711로 연락해 주십시오. (Korean)

Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit. Nou kapab tradwi li pou ou gratis. Rele nou nan (855) 862-7769. TDD/TTY: 711. (Haitian Creole)

Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα. Μπορούμε να τη μεταφράσουμε για εσάς δωρεάν. Καλέστε μας στον αριθμό (855) 862-7769. TDD/TTY: 711. (Greek)

Những tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền. Chúng tôi có thể thông dịch cho quý vị miễn phí. Xin gọi cho chúng tôi tại số (855) 862-7769. TDD/TTY: 711. (Vietnamese)

To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona. My tłumaczymy dla Państwa bezpłatnie. Prosimy do nas zadzwonić pod nr (855) 862-7769. TDD/TTY: 711. (Polish)

Эта информация очень важна. Ее нужно перевести немедленно. Мы можем перевести ее для вас бесплатно. Позвоните нам по телефону (855) 862-7769. TDD/TTY: 711. (Russian)

यह जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए। हम आपके लिए इसका अनुवाद नशिल्क कर सकते हैं। हमें (855) 862-7769। TDD/TTY: 711 पर कॉल करें। (Hindi)

هذه المعلومات هامة. يجب ترجمتها فوراً. يمكننا ترجمتها لك مجاناً. اتصل بنا على الرقم (855) 862-7769. TDD/TTY: 711. (Arabic)

આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ. અમે વાની મૂલ્યે તમારા માટે તેમ કરી શકીએ છીએ. અમને (855) 862-7769. TDD/TTY: 711 પર કોલ કરો. (Gujarati)

នេះគឺជាព័ត៌មានសំខាន់ៗ វាគួរតែបកប្រែឱ្យបានឆាប់រហ័ស។ យើងអាចបកប្រែវាសំរាប់អ្នក ដោយឥតគិតថ្លៃឡើយ។ សូមទូរស័ព្ទមកយើង តាមលេខ (855) 862-7769។ TDD/TTY: 711។ (Khmer)

ຂໍ້ມູນນີ້ສຳຄັນ. ມັນມີຄວາມຈຳເປັນຕ້ອງແປເລີຍ. ພວກເຮົາ ສາມາດຊ່ວຍແປໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທຫາພວກເຮົາໄດ້ທີ່ (855) 862-7769. TDD/TTY: 711. (Lao)

Kel informasão li é inportanti. El debe ser traduzidu lógu. Nu pode traduzi-l pa nhos sin kobra nada. Nhos txuma-nu pa (855) 862-7769. TDD/TTY: 711. (Cape Verdean Creole)

**This information is available in alternative  
formats such as braille and large print**

**To get a copy, please call us at (855) 862-7769. TDD/TTY: 711**