



SpencerFane®

STACY HARPER
DIRECT DIAL: 913-327-5120
sharper@spencerfane.com

RECEIVED

MAY 28 2021

CONSUMER PROTECTION

May 25, 2021

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notification of Data Breach

Dear Sir or Madam:

We are writing on behalf of our client, Blue Cross and Blue Shield of Kansas City ("BCBSKC"), a Missouri non-profit corporation providing health insurance services located at 2301 Main Street, Kansas City, MO 64108. LogicGate, Inc. ("LogicGate"), a company that provides hosted software to BCBSKC for administrative activities, located at 320 W Ohio Street, Floor 5E, Chicago, IL 60654 had a cybersecurity incident involving unauthorized access to some of its clients' back-up files. BCBSKC's systems were not accessed or affected in any way.

On March 27, 2021, LogicGate notified its customers of unauthorized access to some LogicGate systems. LogicGate terminated the access, notified law enforcement, and began a forensic review to determine the extent of the unauthorized access. On April 7, 2021, LogicGate notified BCBSKC that some BCBSKC data may have been accessed on February 23, 2021. LogicGate has implemented changes to its safeguards to increase the security of data maintained in its systems, including enhanced authentication protocols and modified access rights and role assumptions. Such safeguards have been verified by a third-party auditor.

BCBSKC completed its analysis of impacted data on May 20, 2021 and identified 47,035 potentially affected individuals ("BCBSKC Members"). For the majority of the BCBSKC Members affected, information in LogicGate's system included some combination of the following data elements: member name, date of birth, address, insurance information (e.g. member identification number, group number), and/or medical information (e.g. date of service, treatment information, prescription information). For 13,975 of the BCBSKC Members, Social Security number may also have been one of the data elements in the system.

While BCBSKC does not do business in the state of New Hampshire, current New Hampshire residents were affected. Notification to affected BCBSKC Members, including 18 New Hampshire residents will be mailed on May 26, 2021. 16 of the New Hampshire residents receiving notifications will be notified that the impacted data may have included their Social Security number. Although LogicGate has no evidence that personal information has been misused, all impacted BCBSKC Members, regardless of whether their Social Security number was potentially involved, are being offered two-year's credit monitoring protection through IDX. A sample of the BCBSKC Member notification is attached.

A dedicated assistance line and website <https://response.idx.us/blue> for BCBSKC Members seeking additional information regarding this incident has been established and will be available on May



SpencerFane®

May 25, 2021
Page 2

26, 2021. This assistance line can be reached at 833-664-2014 Monday - Saturday, 8am - 8pm CST. In addition to member notification, consumer reporting agencies and the Office for Civil Rights are being notified.

BCBSKC takes the protection of its member information very seriously. If you have any questions regarding this notification, please contact me at sharper@spencerfane.com or (913) 327-5120.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Stacy Harper', with a long horizontal flourish extending to the right.

Stacy Harper

Enclosure

LogicGate, Inc.
C/O IDX
P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
833-664-2014
Or Visit:
<https://response.idx.us/blue>
Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

May 26, 2021

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

LogicGate, Inc. ("LogicGate"), a company that provides hosted software to Blue Cross and Blue Shield of Kansas City (Blue KC) for administrative activities, had a cybersecurity incident involving unauthorized access to some of its clients' back-up files. Please be advised that Blue KC's systems were not accessed or affected in any way.

On March 27, 2021, LogicGate notified its customers of an unauthorized access to LogicGate's back-up environment. LogicGate terminated the access, notified law enforcement, and began forensic review to determine the extent of the unauthorized access. On April 7, 2021, LogicGate notified Blue KC that some of Blue KC's data may have been accessed on February 23, 2021. Blue KC conducted additional analysis and has determined that your information was included in the data that may have been affected.

What Information Was Involved

The information potentially accessed may include your name, date of birth, address, [social security number,] insurance information (e.g. member identification number, group number), and/or medical information (e.g. date of service, treatment information, prescription information).

What We Are Doing

LogicGate is working with Blue KC to improve protection of Blue KC member information. LogicGate has implemented changes to its safeguards to increase the security of data maintained in its software programs and has had such safeguards and the security of its system verified by a third-party auditor.

In addition, although there is no evidence that your personal information has been misused, affected individuals can obtain complimentary identity theft protection services through IDX, a data breach and recovery services expert. IDX identity protection services include 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do

You can contact IDX with any questions and to enroll in free identity protection services by calling 833-664-2014 or going to <https://response.idx.us/blue> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 8am – 8pm Central Time. Please note the deadline to enroll is August 26, 2021.

Again, at this time, there is no evidence that your information has been misused. However, you can take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

For More Information

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Please keep this letter because you will need to reference the enrollment code at the top of this letter when calling or enrolling online.

Please call 833-664-2014 or go to <https://response.idx.us/blue> for assistance or for any additional questions you may have.

LogicGate and Blue KC take your privacy and the security of your protected health information seriously. We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,

Matt Kunkel
CEO

(Enclosure)



Recommended Steps to help Protect your Information

- 1. Website and Enrollment.** Go to <https://response.idx.us/blue> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 833-664-2014 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters

in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201904_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.