



November 27, 2018

STATE OF NH
DEPT OF JUSTICE

2018 NOV 29 AM 9:41

New Hampshire Department of Justice
Gordon J. MacDonald, Attorney General
33 Capitol Street
Concord, NH 03301
(603) 271-3658

Dear Attorney General MacDonald:

Pursuant to N.H. Stat. § 359-C:20, Imprivata, Inc. ("Imprivata") is writing to notify you that we have just been advised by HealthEquity, a third-party vendor used by Blue Cross Blue Shield to process health saving account (HSA) plan benefits for Imprivata employees, that it has experienced recent data security incidents involving two New Hampshire residents that are employees of Imprivata.

We have been informed by HealthEquity that the data security incidents occurred on 1 occasion on October 5, 2018 and separate occasions between the dates of September 4, 2018 and October 3, 2018 where there were unauthorized logins to two HealthEquity team members' email accounts. As a result of these security incidents, it appears that sensitive personal information of participants enrolled in HealthEquity HSA plans, such as participants' Social Security numbers and other information such as names, HealthEquity member ID, account type (HSA, HRA, FSA, LPFSA, DCRA), contribution amount, and employer's name may have been compromised. Such personal information was stored in electronic form.

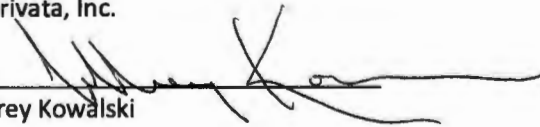
Imprivata will provide the two affected individuals residing in New Hampshire with email notification, to be sent on or about November 26, 2018, informing them of the breach and that HealthEquity will follow up with each individual participant in a separate notice via email to be sent on or about November 26, 2018. The notice from HealthEquity shall include information on the following: (i) the personal information that was involved, (ii) the remediation steps taken by HealthEquity, and (iii) information regarding free credit monitoring and the dedicated call center that they will set up to answer questions. We have further provided each individual with information about the steps that each can take to protect his/her identity. A copy of Imprivata's email notice is attached.

Imprivata is monitoring HealthEquity's remedial efforts. We understand that HealthEquity is still investigating these incidents. HealthEquity has also indicated that it immediately implemented security measures to prevent further access to those accounts, and began analyzing all information contained in these accounts to identify any sensitive personal information. HealthEquity has further provided notice to the Internet Crime Complaint Center. We further understand that Health Equity will provide affected individuals with information regarding free credit monitoring and set up a dedicated call center to answer questions.

If you have any questions or need further information, please contact the undersigned.

Sincerely,

Imprivata, Inc.

By: 
Jeffrey Kowalski
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