

From: Ewing, Tracy L
Sent: Friday, May 12, 2023 6:01 PM
To: DOJ: Consumer Protection Bureau <DOJ-CPB@doj.nh.gov>
Subject: Notice of Data Breach

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

Dear Office of the Attorney General:

Pursuant to N.H. Rev. Stat. Ann. §§ 359-C:19, C:20, C:21, this email serves as notification of a data breach that impacted 10 New Hampshire residents.

On February 19, 2023, Solutran, a financial services company, became aware of unauthorized access to its Healthy Benefits member web portal by an unknown third party using inappropriately obtained member login credentials. Solutran immediately launched an investigation, and the incident has been effectively remediated and contained. Solutran discovered that the unauthorized access was the result of an automated credential-stuffing attack which, according to forensic investigation findings, began on January 13, 2023. There is no evidence that member login credentials were obtained from any Solutran systems.

The information involved was member's

. No Social Security number, driver's license number, medical diagnosis or treatment information was involved. Although certain member information may have been accessed, we believe the intent was to use the monetary benefits available on the account, which would have been limited to only the dollars on the prepaid member card. If any fraudulent activity is identified on a member account, Solutran will make impacted members financially whole.

Appropriate corrective action has been taken in response to the incident, including but not limited to forced password reset and enhanced security controls. Security control enhancements stopped the automated credential-stuffing attack on March 9, 2023. Additional controls implemented on April 21, 2023 halted subsequent low-volume activity. Additional logging and monitoring is under development and further security control enhancements are planned, including a new user identity management system.

Impacted members were sent an email with a password reset link and instructions. Additionally, current prepaid member cards were canceled, and new cards were mailed to impacted members.

Affected individuals are being notified by mail between 4/11/2023 and 7/4/2023. A template individual notification letter is attached.

We take this matter seriously and are committed to protecting the privacy and security of our members' personal information. Should you have any questions, please feel free to contact me directly.

Sincerely,

Tracy L. Ewing, CIPP/US (she / her)
Associate General Counsel
Director | Privacy Investigations

Optum

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[Date]

[Name]

[Street Address]

[City, State, ZIP]

NOTICE OF DATA BREACH

Dear [Member/Patient Full Name]:

We are writing to inform you that your Healthy Benefits web account was accessed by an unknown third party. Unfortunately, it appears that personal information identifying you may have been exposed.

What Happened

On February 15, 2023, Solutran, part of Optum Financial Services (OFS), became aware of unauthorized access to some of its member web portals and immediately launched an investigation. On February 19, 2023, Solutran confirmed that your Healthy Benefits account had been accessed by this unauthorized third party using your login credentials. Our investigation revealed that the suspicious activity began on or around January 13, 2023, and has now been effectively remediated and contained.

What Information Was Involved

No Social Security number, driver's license number, medical diagnosis or treatment information was involved. In addition, there is no evidence that your login credentials were accessed or obtained from any Solutran systems.

Although your information may have been accessed, we believe the intent was to use the monetary benefits available on the account, which would have been limited to only the dollars on the prepaid card. If any fraudulent activity is identified on a member account, Solutran will make impacted members financially whole.

We deeply regret this incident and any inconvenience or concern that it may cause.

What We Are Doing

Appropriate corrective action has been taken in response to the incident, including but not limited to forced password reset and enhanced security controls. Security control enhancements stopped the suspicious activity on March 9, 2023. Additional logging and monitoring is under

development and further security control enhancements are planned, including a new user identity management system.

You should have received an email with a password reset link and instructions. Additionally, we will cancel your current prepaid member card and a new card will be mailed to you. If you have not received an email with a password reset link or a new card, please contact us at

What You Can Do

We recommend that if you use the same username and password combination on Healthy Benefits as well as any external site(s), you change your password on those external sites to a password you have not previously used.

We do not think that the information disclosed was sufficient to steal your identity or impact your credit. However, as a precaution to protect against misuse of your personal information, you may want to order copies of your credit reports from each of the three national credit reporting agencies to check for any inaccurate information, particularly medical services or medical bills that you do not recognize. If you notice any suspicious activity, contact the credit reporting agencies using the contact information provided on the report or as listed below:

Equifax Information Services LLC
P.O. Box 105069
Atlanta, GA 30348-5069
800-525-6285
www.equifax.com

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

TransUnion LLC
P.O. Box 2000
Chester, PA 19016
800-680-7289
www.transunion.com

For More Information

Solutran and OFS take this matter seriously and are committed to protecting the privacy and security of your personal information. If you have any questions regarding this notice or have any further concerns, please feel free to call 833-818-8149, Monday through Friday, 8:00 am – 8:00 pm CST.

Sincerely,

Signature

Name

Title

Company