



UnitedHealthcare Privacy Office
185 Asylum Street
Hartford, CT 06103

July 22, 2021

Department of Professional & Financial Regulation
Bureau of Insurance
Attn: Eric A. Cioppa, Superintendent of Insurance
34 State House Station
Augusta, Maine 04333

Submitted Via Email:
Eric.A.Cioppa@maine.gov

Attorney General
Maine State Attorney General's Office
SECURITY BREACH NOTIFICATION
Consumer Protection Division
111 Sewall Street, 6th Floor
Augusta, Maine 04330

Submitted Via Online Form

RE: Privacy Breach Notification

Dear Sir or Madam:

We are writing to inform you of a recent security incident that impacted one of our vendors, Academic HealthPlans, Inc. (AHP). AHP is an insurance broker and also assists colleges and universities with administering student health plans. While it is our understanding that this incident may have impacted other health plans, we can confirm the impact to UnitedHealthcare included three (3) Maine residents.

On June 21, 2021, we were alerted that AHP had become aware of suspicious activity within its email system. Although no evidence was found during the investigation that indicated that any emails in the employees' accounts were in fact acquired or accessed, AHP could not rule out that possibility. The investigation, which AHP concluded on May 3, 2021, determined that two AHP employees' email accounts were subject to unauthorized access as a result of the phishing incident between the dates of August 6, 2020 and August 24, 2020, and on October 2, 2020. The investigation confirmed that the unauthorized access was limited to AHP's cloud-based, Microsoft Office 365 email system and did not involve AHP's enrollment waiver platform or any other AHP systems.

The incident suffered by AHP had no impact on UnitedHealthcare systems.

On July 1, 2021, we confirmed that three (3) Maine residents were impacted. The information may have included a combination of name, member identification number, Social Security Number, credit/debit card information, date of birth, address, plan information, as well as claim information.

Beginning on July 20, 2021, AHP will mail notification letters via United States Postal Service First-Class mail to the impacted individuals.

There is no evidence to suggest that any affected individuals' information has been misused in any way. However, AHP is providing identity theft protection services for two (2) years at no cost to the affected individuals, as well as a toll-free incident response line to answer any questions the members may have. Additionally, the notification letter sent recommends steps they can take to protect their identity; including how to place a fraud alert and/or security freeze on their credit file and provides them with the contact information for the national credit reporting agencies and the Federal Trade Commission.

As you know, protecting the personal information of our consumers is very important to us. We will be working with AHP to ensure the information stored on their systems is fully secured and will continue to work with the vendor to ensure additional steps are put in place to prevent such incidents from recurring.

Attached is a copy of the consumer notice as mailed to the impacted individuals.

Please let me know if you have any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Joshua Devine', with a stylized flourish at the end.

Joshua Devine, CIPP/US

Investigative Lead Attorney, Associate General Counsel – Privacy, LCRA

UnitedHealthcare Corporate

O 860-702-6805 | E joshua_devine@uhc.com