



UnitedHealthcare Privacy Office
185 Asylum Street
Hartford, CT 06103

October 10, 2022

Office of the Attorney General
6 State House Station
Augusta, ME 04333

Submitted Via:

<https://appengine.egov.com/apps/me/maine/ag/reportingform>

RE: Privacy Breach Notification
UHC File #: 502501

Dear Office of the Attorney General:

UnitedHealthcare (“UHC” or “We”) are writing to inform you of a recent data incident that affected Maine residents. On August 4, 2022, UHC was notified by Choice Health, an insurance broker who sells health insurance for numerous carriers, including UHC, suffered a security incident whereby member information saved to an online server that was available to the public. The Department of Health and Human Services “HHS” initially notified Choice Health of the issue when they discovered a bad actor trying to sell the member information. According to Choice Health, the incident occurred on May 7, 2022.

On September 30, 2022, we confirmed that 116 residents were impacted as a result of the incident. The information involved may have included the individuals’ first and last name, date of birth, address, provider name(s), medical history, prescription drug information, dates of coverage, health plan Id number, plan information, gender, phone number, email address, Medicaid number, Medicare number, and Social Security Number. The incident did not result in the disclosure of any financial account information.

On or about October 7, 2022 written notice was provided to 116 Maine residents who were affected by this incident. A copy of the template notice letter that was sent to affected individuals is enclosed.

UHC will notify other regulatory agencies as required.

We take such matters as this very seriously. There is no evidence to suggest that any affected individuals’ information has been misused in anyway. However, as a precaution to help affected individuals monitor the security of their personal information and detect possible misuse of personal information, a two year membership in Experian IdentityWorks identity theft protection program is being provided at no cost to the affected individuals. Choice Health has also established a dedicated toll-free number for members of the affected population to call, if they have any questions. Additionally, the notification letter sent to affected individuals recommends steps they can take to protect their identity, including informing them that they should report suspected incidents of identity theft to local law enforcement or the attorney general. It also

explains to them 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.

Protecting the personal information of individuals is very important to us. UHC worked with Choice Health to enhance their data security measures to prevent the occurrence of a similar event in the future, including requiring multi-factor authentication for all access to database files.

If you have any questions about this incident, please contact me directly.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Joshua Devine', is displayed within a rectangular box.

Joshua Devine, CIPP/US

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