



September 21, 2022

Office of the Attorney General
<https://appengine.egov.com/apps/me/maine/ag/reportingform>

RE: Humana #502712

NOTICE OF CYBERSECURITY INCIDENT

Dear Attorney General,

Humana has a contract with Choice Health to sell Medicare products on our behalf. On May 14, 2022, Choice Health learned that an unauthorized person was offering to make data available that was allegedly taken from a Choice Health database.

What Happened?

On May 18, 2022, Choice Health determined that, due to a technical security configuration issue caused by a third-party service provider, a single Choice Health database was accessible through the Internet. Based on their investigation, an unauthorized individual accessed this database and obtained certain database files on or about May 7, 2022. At the time, Choice Health believed the affected data was comprised solely of lead generation and marketing information that belonged exclusively to Choice Health and not to any of their carrier partners.

Consistent with their findings, on June 8, 2022, Choice Health sent notification letters to 23 Maine state residents/impacted Humana members. Attached you will find a copy of the letter that includes an application for two years of free credit monitoring and identity theft protection. In accordance with Maine and/or federal law, we have also notified the consumer reporting agencies and any other required agency.

On July 26, 2022, Choice Health determined that the data included carrier partners information, including Humana. On August 5, 2022, Choice Health notified Humana that Humana member data was impacted by this incident. Choice Health provided the impacted individual data list to Humana on August 29, 2022.

What Information Was Involved?

The files obtained by the unauthorized individual contained the following types of personal information, first and last name, Social Security number, Medicare beneficiary identification number, date of birth, address and contact information, and health insurance information.

What We Are Doing.

Upon learning of the incident, Choice Health worked with their third-party service provider to reconfigure the security settings on the database. The database is no longer accessible through the Internet. Choice Health has also taken steps 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.

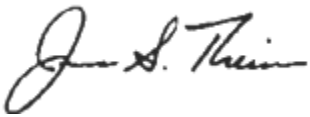
What Individuals Can Do.

Choice Health encouraged individuals to remain vigilant against incidents of identity theft and fraud by reviewing account statements and monitoring free credit reports for suspicious activity and to detect errors. An Identity Theft Guide was included with the mailing. It provided additional details on how to take steps to protect information, should an individual feel it is necessary to do so.

Humana will promptly report to your office and appropriate law enforcement officials any information that is shared with us that indicates this information has been inappropriately used.

Please do not hesitate to contact me if you have any additional questions regarding this situation.

Sincerely,



James S. Theiss
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Attachments