June 23, 2023

Attorney General Aaron Frey

Office of the Attorney General

6 State House Station

Augusta, ME 04333

Dear Attorney General Frey:

We are writing to notify you of a data security incident involving 11 Maine residents.

**IDENTIFICATION OF PARTIES**

Point32Health, a sub-contractor of Health Plans, Inc. (HPI), and which is also the parent company of Harvard Pilgrim Health Care, experienced a ransomware incident in which the personal information of employees of Workers Federal Credit Union (“Workers” or the “Credit Union”), and their dependents, who are subscribers of HPI, was accessed by unauthorized parties. HPI is Workers health insurance vendor providing coverage to employees and their dependents. Point32Health is a vendor of HPI. In addition, employees of the Credit Union and their dependents may also be members of the Credit Union.

Personal information for employees and dependents of the Credit Union was maintained by Point32Health in their data systems, on behalf of HPI. Point32Health reported the incident to Workers on May 25, 2023. A copy of the notification Workers received from Point32Health is included with this notification to the Attorney General.

**NATURE OF THE DATA SECURITY INCIDENT**

Workers received a notification email from Christopher Walsh, VP, Privacy & Fraud Prevention Recovery, with Point32Health, 1 Wellness Way, Canton, MA 02021, on May 25, 2023. The notification stated that Point32Health identified a cybersecurity ransomware incident in which data was copied and taken from their systems between March 28 and April 17, 2023.

Point32Health stated that they determined that the files at issue may contain personal information and/or protected health information for current and former HPI subscribers and dependents. Their investigation revealed that the following information could potentially be in the files at issue: names, physical addresses, phone numbers, dates of birth, health insurance account information, social security numbers, and clinical information (e.g., medical history, diagnoses, treatment, dates of service, and provider names).

Point32Health informed Workers that they are not aware of any misuse of the personal information or protected health information as a result of this incident. Workers is also not aware of any misuse of our employees or dependents information as a result of the Point32Health incident.

**NUMBER OF MAINE RESIDENTS AFFECTED**

The number of affected individuals residing in Maine whose personal information was the subject of the incident, as known at the time of this notification, is 552. These residents will receive from Point32Health which began mailing notices on behalf of Workers on June 15, 2023. A copy of the notice is included.

**STEPS TAKEN OR TO BE TAKEN RELATING TO THE INCIDENT**

Upon notification by Point32Health of this incident, Workers Human Resources department notified all affected employees of the incident. The notification to employees included details regarding credit monitoring services being provided by Point32Health at their expense to all affected Workers employees and dependents, for a two-year period, and a telephone number to contact Point32Health with questions and requests for assistance.

The incident was reported internally to the Workers Risk Management Department and Information Security personnel. Workers initiated its Incident Response Team and began taking appropriate incident response steps. Workers Board of Directors was also notified.

Point32Health informed us that they took the affected systems offline, notified law enforcement, and began their investigation into the incident. The notification from Point32Health to Workers also described measures they are taken to enhance their security tools and procedures to prevent a similar incident from occurring.

**CREDIT MONITORING SERVICES**

Point32Health is offering immediate access to two (2) years of complimentary credit monitoring and identity protection services through IDX to affected subscribers (employees and dependents). Instructions for obtaining this service were provided to affected employees on May 25, 2023 by Workers Human Resources department, and were also included in the Point32Health notification mailed to subscribers (employees and dependents).

If you have any questions or need further information, please contact me at your convenience.

Sincerely,

Patricia North-Martino

VP, Senior Information Security Risk Officer

Enclosures:

1. Point32Health Notification to Workers
2. Point32Health Notification to Subscribers