



November 1, 2022

VIA E-MAIL (IDTHEFT@OAG.STATE.MD.US)

Brian E. Frosh
Attorney General
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Incident Notification

Dear Attorney General Frosh:

Maximus, Inc. is writing to you to notify your office of an incident that may affect the security of personal information of 57 Maryland residents pursuant to Md. State Government Code Ann. § 10-1305.

Maximus US Services, Inc. (Maximus) is a contractor to the Maryland Health Benefit Exchange (MHBE), also called Maryland Health Connection. Maximus runs the contact center for Maryland Health Connection. On August 31, 2022, during a quality review of a Customer Service Representative's (CSR) calls, a Supervisor discovered an unidentified individual fielding the call instead of our authorized CSR. We learned through additional investigation that the other individual fielded calls between August 29, 2022 and September 1, 2022. During this time, the other individual collected the personal information of 57 Maryland residents as part of the caller validation process. The personal information involves the callers' names, dates of birth, Social Security numbers, addresses, telephone numbers, email addresses and for 16 of these individuals, their user IDs.

Maximus promptly reported the incident to MHBE and worked with MHBE to investigate the incident. The CSR who permitted the unknown individual to field calls is no longer a member of our workforce.

Although Maximus has no indication that any of the information has been misused, we are informing the impacted individuals and your Office of the incident. We are mailing notification letters to the impacted individuals on November 2, 2022. A sample copy of the notice is enclosed. Our written notice explains the incident and the steps we are taking to help safeguard the impacted individuals against identity fraud. We are offering the impacted individuals one year of free credit monitoring services. Our written notification also provides the individuals with the contact information for the Federal Trade Commission, your Office, and the three major consumer reporting agencies. We advise the impacted individuals to regularly monitor their account statements and free credit reports.

1600 Tysons Blvd, Suite 1400 McLean, VA 22102

Maximus takes the privacy and security of personal information very seriously. We continually evaluate and modify our security and privacy programs.

Sincerely,

Jennifer Lazenby

Jennifer Lazenby
Senior VP – Privacy

Enclosure





«Date_1»

Notification # «Notification »

«Addressee»

«Address_1»

«Address_2»

Dear «Addressee»:

We want to tell you about something that happened.

Maximus is a contractor to the Maryland Health Benefit Exchange (MHBE), also called Maryland Health Connection. Maximus runs the contact center for Maryland Health Connection.

On August 31, 2022, during a quality review of a Customer Service Representative's (CSR) calls, a Supervisor discovered an unidentified individual fielding the call instead of our CSR. We learned through additional investigation that the unknown individual fielded calls between August 29, 2022 and September 1, 2022 including a call from you or someone calling on your behalf.

What information was collected during the call?

The unknown individual was functioning as a CSR. In this capacity, he validated callers' identities to respond to the reason for their call. In order to validate callers, he may have collected your: name, date of birth (DOB), Social Security number (SSN), address, telephone number, email address and possibly user ID.

The call did not include your banking information, credit or debit card information, or other financial information.

What did we do to investigate the mistake?

We interviewed the CSR to find out what happened. The CSR resigned from his job after the interview. We also listened to all the calls the CSR handled from August 1 to September 1, 2022 to identify all the calls the unknown individual handled. The unidentified individual appears to have been trying to function as a CSR and help callers. Although we have no knowledge that he was attempting to misuse your information, we are notifying you of this incident out of an abundance of caution.

What are we doing to stop this from happening again?

We will continue to reinforce our workers' training to keep personal information confidential and that only authorized individuals may have access to personal information.

What can you do to protect your personal information?

As a precaution to help protect you, we would like to offer you **12 months** of credit monitoring and other services from Experian. We also want you to know about other protective actions you can take.

How You Can Enroll in Free Credit Monitoring

To help protect your identity, we are offering you a **free** 12-month membership in Experian's® IdentityWorksSM. This product gives you superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- **Enroll by «Date_2».** Enrollments must occur by no later than 5:59 pm CT. (Your code will not work after this date and time.)
- Visit the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bplus>
- Provide your **activation code: «Code»**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332 by «Date_2».

Your **engagement number** is proof that you qualify for Experian identity restoration services. Be sure to have this number ready when you call: **«Number»**.

Additional Details Regarding your 12-Month Experian IdentityWorks Membership

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877.890.9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).



Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

What if you do not want the credit monitoring service?

If you do not want free credit monitoring, you do not have to do anything. To learn more about steps you can take to avoid identity theft, you can contact the Federal Trade Commission by mail, online, or by phone:

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Avenue NW
Washington, D.C. 20580
www.consumer.ftc.gov/features/feature-0014-identity-theft
1.877.ID.THEFT (1.877.438.4338)

You may also contact the Maryland Attorney General:

200 St. Paul Place
Baltimore, MD 21202-2202
1.888.743.0023
<https://www.marylandattorneygeneral.gov/>

As good practice, it is recommended that you regularly monitor your account statements and monitor free credit reports. The addresses and toll-free telephone numbers for the major consumer reporting agencies are:

Equifax Information Services LLC
P.O. Box 740241
Atlanta, GA 30374-0241
1.866.378.4329

Experian National Consumer Assistance Center
P.O. Box 4500
Allen, TX 75013
1.888.397.3742

TransUnion LLC
Consumer Disclosure Center
P.O. Box 1000
Chester, PA 19016
1.800.888.4213



We regret this incident and we take the privacy and security of your personal information very seriously. You can contact Maximus with questions or concerns at 833.953.3696 or in writing to PrivacyOfficial@maximus.com or Maximus Privacy Official Office, 3750 Monroe Avenue Suite 707, Pittsford, NY 14534.

Sincerely,

Maximus Privacy Official Office

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

