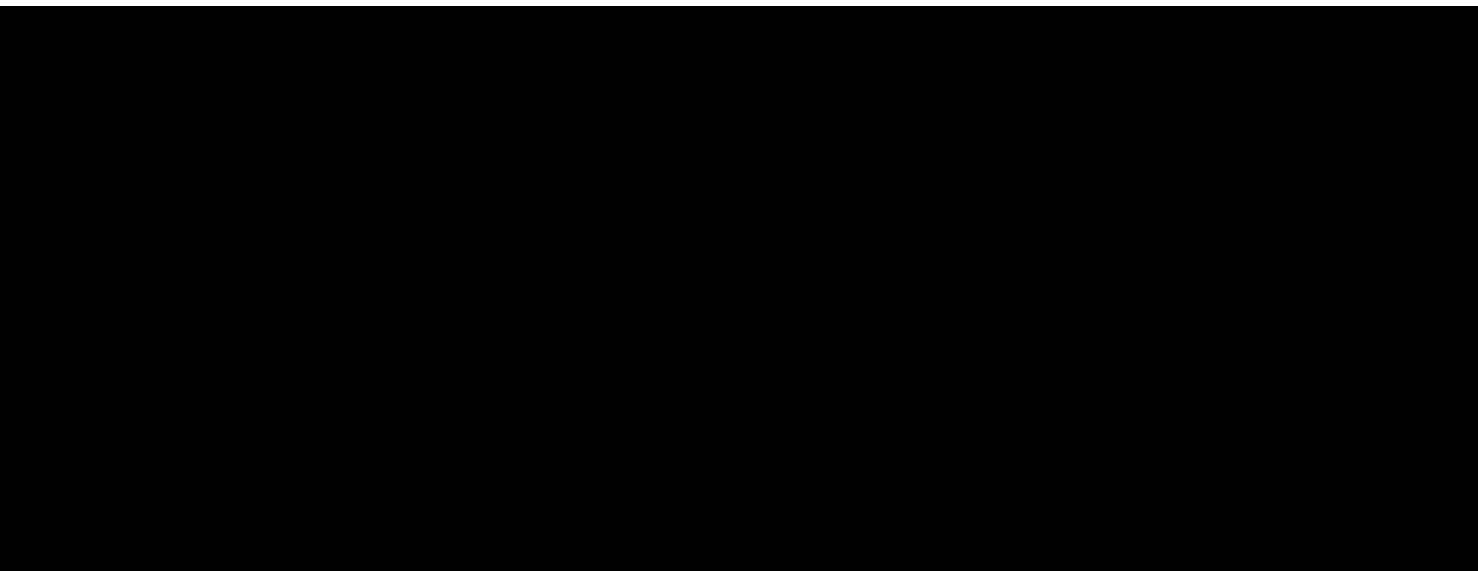




Office of the Attorney General

Attn: Security Breach Notification

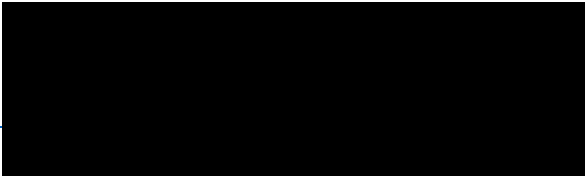
On behalf of Cigna Health Life Insurance Company (CHLIC), I am writing to inform you about an incident in which personal information relating to two (2) Maryland residents whose information was involved in an unauthorized access to a fourth party.

Specifically, MultiPlan, a third party vendor, notified Cigna on November 18, 2022 of an incident involving unauthorized access to a fourth party, Three Rivers . On June 3, 2022, Three Rivers identified a security matter involving unauthorized access to a Three Rivers individual's email account between June 2, 2022 and June 3, 2022. This individual was involved in processing appeals and thus certain emails and their attachments in the email account contained customer information. Upon learning of the incident, Three Rivers terminated the unauthorized access by, among other things, disabling the impacted email account and resetting the email account password. An investigation supported by forensics experts was commenced to determine what happened. Three Rivers identified during the period of unauthorized access, certain data from that email account may have been downloaded. Upon receipt of the list of impacted individuals from the vendor, Cigna matched the individuals within its systems on December 20, 2022 and determined our impact customers.

In response, Cigna received confirmation that the email account was disabled and credentials were reset. The vendor also implemented measures to further safeguard the data and remediation Improvements including installation of Network Access Translation and staff retraining by a third-party educator, including security practices and HIPAA.

At this time, our investigation has determined the incident involved information relating to two (2) Maryland residents. We will notify these individuals of this incident. (A copy of that notice is attached)

Please do not hesitate to contact me at 860-907-6268 if you have any questions.



COMPLIANCE MATTERS:
INTEGRITY FIRST.