



Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

September 12, 2023

Mr. Jeff Karberg
Maryland Office of the Attorney General
200 Saint Paul Place
Baltimore, Maryland 21202

via email: jkarberg@oag.state.md.us

Re: Maryland Department of Health Notice pursuant to Maryland State Government Article §10-1305(h).

Mr. Karberg:

On September 5, 2023, the Maryland Department of Health (MDH) Office of Internal Controls, Audit Compliance & Information Security (IAC/S) was notified by Monique Beutel, East Region Market Lead and Compliance Officer for UnitedHealthcare (UHC), of a potential breach. UHC is a health insurance partner that administers Medicaid benefits in Maryland. As such, UHC is a "Business Associate" (BA) of Maryland Medicaid, a "covered component" of the Maryland Department of Health (MDH). A cybersecurity event was discovered by Mom's Meals, a UHC business associate who provides a meal delivery service on behalf of UHC for individuals covered under Medicaid plans, Long-Term Services and Supports programs. Unauthorized users gained access to their network between January 16, 2023, and February 22, 2023, which led to the encryption of certain files in their network and impacted UHC member data. It was determined that plan members were impacted as a result of the incident. The information accessed may have contained individuals' name, address, date of birth, date(s) of service, health plan member ID number, claims related information, and provider name. For some individuals, the information also included Social Security number, driver's license information, and financial account information. During the investigation and in partnership with third-party specialists, it was determined that five Maryland members were affected.

Mom's Meals took immediate action to contain the incident and to prevent any further unauthorized use or access to include a rebuild and restoration of all compromised systems, implemented password changes, strengthened access policies to their network and enhanced its security controls and monitoring practices. Mom's Meals also reinforced its policies and practices and is evaluating additional safeguards to help prevent similar incidents from occurring in the future.

As a result of this discovery, UHC has prepared individual notice letters to the individuals affected and Mom's Meals intends to mail these letters no later than October 2, 2023.

If you have any questions or require additional information, please do not hesitate to contact me.

Nylsa Valis
Compliance Analyst
Maryland Department of Health
Office of Internal Controls, Audit Compliance & Information Security
201 West Preston Street - 5th fl.
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cc: Caterina Pangilinan, State Chief Privacy Officer-Office of the Governor
State Operations Center, Department of Information Technology