



October 23, 2023

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Email: IDTheft@oag.state.md.us

RE: Case # 675378

NOTICE OF SECURITY INCIDENT

Dear Attorney General,

The purpose of this letter is to notify your office of a recent privacy incident that occurred impacting 173 residents of your state. First, let me state that Humana takes all privacy concerns seriously and is taking appropriate steps to prevent errors such as this in the future.

Humana has a contract with PNC Bank ("PNC") to handle the funding for payments to participating providers. PNC has a subcontractor, ECHO Health Inc. ("ECHO"), that assists providers with payment processing.

What Happened?

On August 9, 2023, ECHO was alerted to suspicious activity on their website. Upon investigation, ECHO determined that an unauthorized individual was able to access their website, utilizing valid payment information obtained from an unknown 3rd party billing company to access Explanation of Provider Payment documents containing Protected Health Information (PHI) of some Humana members.

What Information Was Involved?

- First and last name
- Humana identification number
- Provider name
- Dates of Service

ECHO has no reason to believe that any information related to this incident to date has been subject to actual or attempted misuse.

What We Are Doing

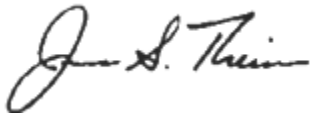
ECHO immediately took their website offline and engaged a cybersecurity consulting firm and launched an in-depth investigation to determine the full nature and scope of the incident. ECHO has implemented new technical safeguards and strengthened the control settings for their applications. They also put additional alerts and fraud monitoring in place.

Notification letters will be sent to 173 Maryland residents who were impacted by this situation. Attached you will find a copy of the letter that will be mailed November 3, 2023.

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,

A handwritten signature in black ink, reading "James S. Theiss". The signature is written in a cursive style with a large initial "J" and a stylized "S".

James S. Theiss
Associate VP, Privacy & Ethics
Humana Inc.
502-580-4322
jtheiss@humana.com

Attachments



November 3, 2023

MEMBER NAME
ADDRESS
CITY STATE ZIP

RE: 675378

NOTICE OF DATA BREACH

Dear <Member Name>;

We are writing to notify you, a valued member, of a recent incident involving some of your personal information.

Humana has a contract with PNC Bank ("PNC") to handle the funding for payments to participating providers. PNC has a subcontractor, ECHO Health Inc. ("ECHO"), that assists providers with payment processing.

What happened?

On August 9, 2023, ECHO was alerted to suspicious activity on their website. Upon investigation, ECHO determined that an unauthorized individual was able to access their website, utilizing valid payment information obtained from an unknown 3rd party billing company to access Explanation of Provider Payment documents containing Protected Health Information (PHI) of some Humana members. We deeply apologize for this unfortunate situation. Here's what we are doing to address this incident and protect you.

What information was involved?

- First and last name
- Humana identification number
- Provider name
- Dates of Service

ECHO has no reason to believe that any information related to this incident to date has been subject to actual or attempted misuse.

What we are Doing:

ECHO immediately took their website offline and engaged a cybersecurity consulting firm and launched an in-depth investigation to determine the full nature and scope of the incident. ECHO has implemented new technical safeguards and strengthened the control settings for their applications. They also put additional alerts and fraud monitoring in place.

What you can do:

We do not think your personal information will be used inappropriately because of the incident that took place. However, we ask you to remain vigilant. There are steps you can take to protect yourself. Review the following for suspicious activity:

- Explanation of Benefit (EOB) letters
- SmartSummary statements
- Medical records

For More Information:

Do you have any questions or need help with anything mentioned in this letter? Please contact us by phone using the phone number listed on the back of your Humana ID Card or by calling **800-457-4708**. If you have a speech or hearing impairment and use a TTY, call **800-648-6056**.

Again, please accept our sincere apology for this incident. We value your membership and work hard to protect your information.

Sincerely,

Tonya Moore
Director, Provider Connectivity & Payments
Humana, Inc.

Enclosures

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'í béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

GCHJV5REN 0721

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك