



UnitedHealthcare Privacy Office
185 Asylum Street
CT950-1000
Hartford, CT 06103

Via Email Only

May 31, 2024

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

RE: Privacy Breach Notification
UHC File #: 772176

Dear Attorney General:

I am writing to inform you of a recent privacy incident that affected two (2) Maryland residents.

On April 1, 2024, UnitedHealthcare ("UHC") was contacted by a member who claimed to be able to see another person's monthly health statement when logging into their online account portal. UHC immediately began investigating this issue and discovered that an error had occurred during a recent database migration which caused some members to have access to different members' health statements during the period of March 31, 2024, through April 2, 2024. The health statements which were temporarily visible to incorrect members contained the following data elements: member name, member address, member ID number, group/policy number, provider information, claim numbers and claim payment amounts. The impacted health statements do not include sensitive medical diagnosis, Social Security numbers, financial account information or driver's license numbers.

As soon as UHC was made aware of this database error it took steps to prevent members from accessing incorrect health statements and fix the underlying database error. The issue was contained as of April 2, 2024. Attempts for mitigation through member outreach were performed but were not possible in all instances.

To prevent the chance of this issue happening in the future, additional quality control mechanisms and safeguards have been added to the health statement database migration process.

UHC takes matters such as this very seriously. A sample of the notification letter being sent to impacted individuals is enclosed herewith. Affected individuals will be provided steps they can take to protect their identities, including informing them that they should report suspected incidents of identity theft to local law enforcement or the attorney general. The notice letter will also explain how to place a fraud alert and/or security freeze on affected individuals' credit files and provide them with the contact information for the national credit reporting agencies and the Federal Trade Commission.

UHC maintains an information security program and has put additional protections in place to prevent such incidents from occurring in the future, including reinforcing our existing policies and practices, and evaluating additional safeguards.

If you have any questions about this incident, please contact me directly.

Sincerely,

A handwritten signature in blue ink, appearing to read 'CRN', is positioned above the printed name.

Chris R. Nelson, CIPP/US/E
Associate General Counsel
UnitedHealthcare Corporate
860-702-5042
chris_r_nelson@uhc.com

185 Asylum Street | CT950-1000| Hartford, Connecticut 06103



UnitedHealthcare Privacy Office
Attn: Melissa Rovella
PO Box 1459
Minneapolis, MN 55440

May __, 2024

[First Name] [Last Name]
[Address 1]
[Address 2]
[City, State, Zip]

Notice of Data Breach

Dear [First Name] [Last Name],

We regret to inform you of a privacy incident involving some of your health information. UnitedHealthcare ("UHC") takes this matter very seriously and is committed to protecting the privacy and security of your personal information.

What Happened?

On April 1, 2024, UHC became aware that some electronic health statements were appearing in incorrect MyUHC.com member portal accounts. This occurred as result of a system error in a database migration which occurred on March 31, 2024.

What Information Was Involved?

The health statements which were visible to incorrect members include the following data elements:

- member name
- member address
- member ID number
- group name/policy number
- provider information
- claim numbers
- claim payment amounts

The impacted health statements do not include sensitive medical diagnosis, Social Security numbers, financial account information or driver's license numbers.

Why Did This Happen?

This issue occurred as the result of a system error in a database migration.

What We Are Doing

We take this event and the security of personal information in our care very seriously. As soon as we learned about the incident, we immediately began an investigation. The system causing the error was corrected on April 1, 2024 and members' access to correct health statements was completed as of April 2, 2024. Attempts for mitigation through member outreach were performed but was not possible in all instances.

To prevent the chance of this issue happening in the future, additional quality control mechanisms and safeguards have been added to the health statement database migration process.

What You Can Do

Please check your online accounts to be sure they look correct.

Please see the attached Reference Guide for steps you can take to help protect your information in response to this incident.

We suggest that you retain this notice for your records.

For More Information

UHC takes this matter very seriously and is committed to protecting the privacy and security of your personal information. If you have any questions or concerns, please feel free to call me at (612) 425-3907, M-F from 8am – 4pm ET. We apologize for any inconvenience or concern this event may cause.

Sincerely,

Melissa Rovella
Sr. Compliance Analyst
UnitedHealthcare Privacy Office



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Attn: Melissa Rovella
PO Box 1459
Minneapolis, MN 55440

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