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## **Notice of Privacy Incident Potentially Impacting Some People with Medicare**

The Centers for Medicare & Medicaid Services (CMS), the federal agency that manages the Medicare program, is posting this notice of a data breach at a CMS contractor, Maximus Federal Services, Inc. (Maximus), to notify potentially impacted people with Medicare who could not be reached because a 2023 mailing attempt could not be delivered and was returned. Individuals who didn't receive a letter in the mail and want to confirm whether they may be impacted can call 1-800- MEDICARE (1-800-633-4227) to learn if their information may be included in this breach. TTY users can call 1-877-486-2048. This incident does not impact any person's Medicare benefits or coverage.

### **What Happened?**

Maximus is a contractor that provides appeals services in support of the Medicare Program. The incident involved a security vulnerability in the MOVEit software, a third-party application that allows for the transfer of files during the Medicare appeals process. Maximus is among many organizations in the United States that have been impacted by the MOVEit vulnerability.

On May 30, 2023, Maximus detected unusual activity in its MOVEit application. Maximus began to investigate and stopped all use of the MOVEit application early on May 31, 2023. Later that same day, the third-party application provider, Progress Software Corporation, announced that a vulnerability in its MOVEit software had allowed an unauthorized party to gain access to files across many organizations in both the government and private sectors.

Maximus notified CMS of the incident on June 2, 2023. To date, the ongoing investigation indicates that on approximately May 27 through 31, 2023, the unauthorized party may have obtained copies of files that were saved in the Maximus MOVEit application, but that no CMS systems were compromised. After notifying CMS, Maximus then began to analyze the files to determine which data was potentially affected. As part of that analysis, Maximus identified an initial set of individuals whose data were affected and notified those individuals. After further investigation and analysis, it was determined that those files contained personal information for additional individuals, who are being notified now.

### **What Information Was Involved**

We have determined that personal and Medicare information was involved in this incident. This information may have included the following:

- Name
- Social Security Number or Individual Taxpayer Identification Number
- Date of Birth
- Mailing Address
- Telephone Number, Fax Number, and Email Address
- Medicare Beneficiary Identifier (MBI) or Health Insurance Claim Number (HICN)
- Driver's License Number and State Identification Number
- Medical History/Notes (including medical record/account numbers, conditions, diagnoses, dates of service, images, treatments, etc.)
- Healthcare Provider and Prescription Information
- Health Insurance Claims and Policy/Subscriber Information
- Health Benefits & Enrollment Information

### **What Are We Doing?**

When the incident was discovered, Maximus began an investigation, took the MOVEit application offline, applied MOVEit software patches, and notified law enforcement. CMS is continuing to investigate this incident in coordination with Maximus and will take all appropriate actions to safeguard the information entrusted to CMS.

### **What Potentially Impacted People Can Do**

#### 1) Enroll in Experian Identity and Credit Monitoring Services

Maximus is offering a complimentary 24 months of credit monitoring and other services from Experian at no cost to people impacted by this incident. You can confirm if you were impacted by calling 1-800-MEDICARE (1-800- 633-4227).

#### 2) Obtain a Free Credit Report

Under federal law, you are entitled to one free credit report every 12 months from each of the three major nationwide credit reporting companies listed above. Call 1-877-322-8228 or request your free credit reports online at [www.annualcreditreport.com](http://www.annualcreditreport.com). When you receive your credit reports, review them for problems. Identify any accounts you didn't open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

Even if you don't find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you still check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

### 3) Continue to Use Your Existing Medicare Card

At this time, we are not aware of any reports of identity fraud or improper use of your information as a direct result of this incident. However, if you believe that your Medicare Number may have been impacted, you can get more information and ask if your Number can be changed by calling 1-800-MEDICARE (1-800- 633-4227).

### **For More Information**

CMS takes the privacy and security of personal information very seriously. CMS and Maximus apologize for the inconvenience this privacy incident might have caused. You can call 1-800-MEDICARE (1-800- 633-4227) with any general questions or concerns about Medicare.