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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 July 2023 mailing attempt could not be delivered and was returned. We estimate that up to approximately 645,000 current people with Medicare across the United States had information that was potentially exposed during this breach. 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?**

Between May 27 and May 31, 2023, Maximus, a contractor that provides appeals services in support of the Medicare Program on behalf of CMS, detected unusual activity in its MOVEit application. The incident involved a security vulnerability in the MOVEit software, a third-party application which allows for the transfer of files during the Medicare appeals process. Maximus detected the unusual activity on May 30, 2023, and reported the incident to CMS on June 2, 2023. Since then, CMS has been working diligently with the contractor to determine what information and which individuals may have been impacted.

When we learned about the incident, Maximus and CMS immediately started an investigation to identify what personal information might have been compromised. Maximus has stopped all use of the MOVEit application. They took the MOVEit application offline, applied MOVEit software patches, and notified law enforcement.

### **What Information Was Involved**

After careful review, we have determined that your 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 CMS is Doing**

When the incident was reported, CMS immediately started an investigation, working with the contractor to identify what personal information, if any, might have been compromised. CMS is continuing to investigate this incident and will continue to take all appropriate actions to safeguard the information entrusted to CMS. If we find that your Medicare Number might have been impacted, we will issue you a new Medicare card with a new number. In addition, Maximus is offering a complimentary 24 months of credit monitoring and other services from Experian at no cost if you have been impacted.

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

At this time, CMS is not aware of any reports of identity fraud or improper use of information of people with Medicare as a direct result of this incident. However, you may want to take the following actions:

- Contact the Experian dedicated and confidential toll-free response line at (833) 919-4749 if you have any questions. This response line is staffed with professionals familiar with this incident and the credit monitoring products available. The response line is available Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays).
- 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. We 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.