



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, Wisconsin Physicians Service Insurance Corporation (WPS), to notify potentially impacted people with Medicare who could not be reached because a 2024 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?

Wisconsin Physicians Service Insurance Corporation (WPS) is a contractor that handles Medicare Part A and Part B claims and related services for CMS. The incident involved a security vulnerability in the MOVEit software, a third-party application that allows for the transfer of files during the Medicare claims process. WPS is among many organizations in the United States that have been impacted by the MOVEit vulnerability.

Progress Software, the developer of MOVEit, discovered and disclosed the vulnerability in the MOVEit software to the public on May 31, 2023. Progress Software released a software patch to fix the vulnerability. WPS applied the patch and investigated the potential impact of the vulnerability on its systems. However, in the 2023 investigation, WPS did not observe any evidence that an unauthorized party obtained copies of files that were within the WPS MOVEit application.

In May 2024, acting on new information, WPS conducted an additional review of its MOVEit file transfer system with the assistance of a third-party cybersecurity firm. WPS confirmed that it had successfully patched the MOVEit vulnerability in early June 2023, after which there was no evidence of further activity by an unauthorized third party. However, the review also indicated that, before Progress Software released the patch, an unauthorized third party copied files from WPS's MOVEit file transfer system. In coordination with law enforcement, WPS evaluated some of those impacted files. That portion of impacted files did not contain any Personal Information. On July 8, 2024, when evaluating a different portion of the impacted files, WPS determined that some of the files contained Personal Information.

On July 8, 2024, WPS notified CMS that files containing protected health information, such as Medicare claims data, and related personally identifiable information (collectively, "Personal

Information”) was compromised in a cybersecurity incident involving MOVEit. A vulnerability in the MOVEit software made it possible, between May 27 through 31, 2023, for unauthorized third parties to gain access to Personal Information that was transferred using MOVEit.

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
- Medicare Beneficiary Identifier (MBI) or Health Insurance Claim Number (HICN)
- Gender
- Hospital Account Number
- Dates of Service

What Are We Doing?

CMS is continuing to investigate this incident in coordination with WPS and will take all appropriate actions to safeguard the information entrusted to CMS. The investigation includes collaboration among CMS, WPS, and law enforcement agencies as well as cybersecurity forensic consultants.

What Potentially Impacted People Can Do

1) Enroll in Experian Identity and Credit Monitoring Services

WPS is offering a complimentary 12 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. 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, 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 WPS 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.