

Customer Care
100 N. Academy Ave.
Danville, PA 17822-3240
Tel. • 800•686•4613 TTY 711
GeisingerHealthPlan.com



Date

Member Name

Address

City, State Zip

RE: Important notification regarding your Protected Health Information (PHI)

Dear <Member First Name>:

We are writing to notify you of a security incident involving a Geisinger Health Plan (GHP) vendor (Magellan) and your Protected Health Information (PHI). From February 2011 until September 11, 2017, Magellan National Imaging Associates (Magellan NIA) was GHP's vendor to manage certain radiology benefits. While GHP no longer uses Magellan NIA for radiology benefits, GHP still contracts with Magellan for certain other services.

What happened

On July 5, 2019, the Magellan Information Security team discovered that a Magellan client's email had been compromised, starting May 28, 2019. It is believed that the unknown individuals were able to obtain the client's email log-in credentials through a phishing attack or other fraudulent means. Magellan immediately began an investigation into the incident and alerted us to the issue on September 24, 2019.

Magellan believes that the intruder was attempting to access the account solely to send out the spam emails and had no intentions to retrieve or view any data at all. However, despite Magellan's best efforts, and because of technical limitations with the email protocol used by Magellan, Magellan could not definitively determine a lack of breach. While we have no evidence that any emails were indeed accessed, viewed, or downloaded by the unknown individuals, and since Magellan is similarly unable to furnish any evidence that they did not do so, GHP is treating this incident as a breach. Magellan provided the list of impacted members to us on October 3, 2019, and a review determined that your Protected Health Information was in one or more emails on the compromised system. The data that may have been exposed could have included your name; patient/client ID, type of service, authorization ID, and diagnosis.

What was done in response to the incident

Magellan has taken steps to secure all client email accounts and is offering a year of complementary credit monitoring to members who were included in the potential breach. To sign up for this monitoring, visit [instructions and code will be inserted here].

What you can do to protect yourself

We do not believe that anyone accessed your record with the intent of committing financial fraud or medical identity theft.

However, we encourage you to sign up for the credit monitoring services that are being offered and ask that you carefully review any medical bills or explanation of benefits statements you may receive for any unknown or unexpected charges.

We sincerely apologize for this incident and regret any inconvenience it may cause you. If you have any questions or require any additional information, please call the customer care team toll free at 800-686-4613, 8:00 am to 6:00 pm Monday thru Friday, and 8:00 am to 2:00 pm. Saturday.

Sincerely,

A handwritten signature in black ink, appearing to read "John Signorino", with a stylized flourish at the end.

John Signorino
Chief Privacy Office

Geisinger Health Plan may refer collectively to Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted.