



PRIVACY AND CONSUMER PROTECTION
Building trust by keeping promises



To: Associated Administrators, on behalf of Bakers Union FELRA
Re: Cigna Privacy Incident Notification
Date: 05/30/19

I am writing to inform you about a reported privacy concern involving approximately one (1) of your plan participants. We at Cigna take our responsibility to maintain the privacy and security of our customers' personal information very seriously. To that end, we want to take this opportunity to advise you of the incident and the steps Cigna has taken in response to it.

On March 22nd, we learned that one of our third-party vendors noticed suspicious logins to the vendor's provider portal. Our third-party vendor believes that these logins to the provider portal were carried out by an unauthorized third-party. Health care providers use the portal to receive benefit and eligibility information from insurers such as Cigna.

Personal information such as names, dates of birth, genders, member identification numbers, home addresses, and information related to your customers' type of health plan and health care coverage may have been viewed or accessed by the unauthorized third party. Social Security Numbers are NOT accessible through the provider portal, and therefore were not exposed at any time. We are working to determine which, if any, of the above categories of information the unauthorized third party may have viewed or accessed in the portal.

We are working with our third-party vendor to resolve this incident and will keep you apprised of any updates to our investigation as they become available. The investigation is ongoing, but we want to notify the individuals who have been preliminarily identified as being impacted. Last week, our third-party vendor informed us that more impacts may be expected, and we will update you accordingly should any more of your plan participants be identified.

We plan to start mailing letters to affected customers on May 20th to notify them that their information may have been accessed or viewed. Additionally, required notification to the appropriate federal and state regulatory bodies is underway.

We apologize that this incident occurred. If you have questions about this notification, please contact me at 903-892-5727.

Thank you,

Krista K Foster

Sr. Client Manager