

## CareFirst Cyberattack May 21, 2015

### Background

On May 20, 2015, CareFirst announced that it had been the target of a sophisticated cyberattack.

As part of its ongoing information technology (IT) security efforts in the wake of recent cyberattacks on other health insurers, CareFirst engaged the services of Mandiant – one of the world's leading cybersecurity firms – to conduct a comprehensive assessment of its IT systems.

The review determined that in June 2014 cyber-attackers gained access to a single database in which CareFirst stores data that members and other individuals enter to access CareFirst's websites and online services. The database in question included:

- Unique member username created by members when registering to use [www.carefirst.com](http://www.carefirst.com)
- Name
- Birth date
- Email address
- Subscriber identification number

No passwords were in the database and usernames require the associated password to be used to access carefirst.com. In addition no member Social Security Numbers, medical claims, employment, credit card, financial or any other member information was involved.

CareFirst will begin mailing letters to the approximately 1.1 million affected members shortly. Though they believe the risk to affected members is not great because of the nature of the information involved, they will provide affected members with additional peace of mind by offering two free years of credit monitoring and identity theft protection services.

CareFirst has established a dedicated call center 888-451-6562 (International customers may call 479-573-7373) and website ([www.carefirstanswers.com](http://www.carefirstanswers.com)) for members to obtain information about this event. **While members can get more information by visiting the site or calling, they will not be able to enroll in credit protections until they have received a letter from CareFirst indicating they are affected.**

Below is a link to a video from CareFirst addressing the attack:

<http://carefirstanswers.com/home.html>