

April 5, 2021

Office of the Attorney General  
33 Capitol St.  
Concord, NH 03301  
Email: DOJ-CPB@doj.nh.gov

Re: **Notice of Security Event**

Dear Sir/Madam:

This letter is to provide you with information regarding an unauthorized access or use of personal information involving 5 New Hampshire residents ("impacted providers"). Trusted Health Plans, Inc. is providing you with information regarding the unauthorized access or use as required by N.H. Rev. Stat. §359-C:19 et. seq.

THP owns CareFirst Community Health Plan-DC ("CHPDC"), a District of Columbia Medicaid Care Organization. THP is a wholly owned subsidiary of CareFirst, Inc. insurance holding company system ("CareFirst"). Additionally, THP prior to acquisition by CareFirst owned various Michigan health plans under the names Trusted Health Plan Michigan and Harbor Health.

On January 28, 2021, we learned that someone attacked our computer systems. They stole personal information. We informed the Federal Bureau of Investigation and started our own inquiry. We engaged outside counsel, who retained an expert computer security company, CrowdStrike, to help us. We found that a foreign cybercriminal group is likely responsible.

It appears that personal information of impacted providers may have been exfiltrated. The impacted providers include individual providers who submitted claims to THP/CHPDC. The personal information potentially exfiltrated could include name, address, and Social Security number and taxpayer identification number, whichever was used for tax purposes.

When we learned about the attack on our systems, we immediately took action to isolate the affected computers and protect personal information. CrowdStrike assisted us in taking a series of steps designed to further protect personal information, including changing every password, monitoring for signs of data misuse, and finding out how the attack happened to avoid it from happening again. We also stopped operations that share information with our business partners.

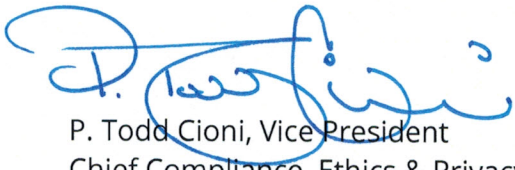
To help protect their identity, we are offering a free two-year membership in Experian's® IdentityWorks<sup>SM</sup>.

We have notified Experian, Equifax and TransUnion of the incident.

Notification letters will be sent to the impacted providers within the next 3 business days.

Please do not hesitate to contact me, if you have any questions about this incident.

Sincerely

A handwritten signature in blue ink, appearing to read "P. Todd Cioni", with a large, stylized flourish extending from the end of the name.

P. Todd Cioni, Vice President  
Chief Compliance, Ethics & Privacy Officer