

## **Notice of Data Security Event**

On January 14, 2022, Highmark Health ("Highmark") received notice of a cyber-incident experienced by Quantum Group ("Quantum") that impacted some of its members. Quantum Group ("Quantum") is a third-party provider of printing and mailing services engaged by Highmark's marketing vendor, Webb-Mason, Inc. On December 28, 2021, Webb Mason initially received notification of a data security incident experienced by Quantum. According to Quantum's notification to Webb Mason, Quantum experienced a cyber incident that resulted in unauthorized access to its network between August 17 and October 11, 2021, by an outside bad actor.

**What happened.** According to Quantum's notification to us, Quantum experienced a cyber incident that resulted in unauthorized access to its network between **August 17 and October 11, 2021**, by an outside bad actor. Quantum immediately initiated incident response protocols and began an investigation into the incident. They also engaged a third-party computer forensics firm to assist in determining the cause and scope of the incident. Quantum's investigation determined that the unauthorized access to its network resulted in acquisition of certain data files. Quantum subsequently performed a review of the impacted information to identify the types of information potentially impacted and to whom the information related.

**What information was involved.** On January 12, 2022, Webb Mason learned that the impacted files included data provided to Quantum in 2017 as part of the services performed by WebbMason on behalf of Highmark. The information contained within the affected files was identified as having been related to a provider mailing regarding prescription drug changes which included name, Highmark member ID, date of birth, and prescription information. Social Security Number (SSN) was **not** accessed or acquired as part of this event.

**What we are doing.** Webb Mason and Highmark have taken steps to notify all impacted individuals and offer those individuals credit monitoring. Additionally, Highmark will be providing impacted members with enhanced fraud monitoring on their Highmark account. Individuals who have questions about this notice are free to reach out to our dedicated assistance line at 855-604-1883, Monday through Friday, (except U.S. holidays), from 9 a.m. – 9 p.m., EST.

**What individuals can do.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax.

To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<p><b>TransUnion</b>            1-800-680-7289  <a href="http://www.transunion.com">www.transunion.com</a>  <b>TransUnion Fraud Alert</b>            P.O. Box 2000            Chester, PA 19016-2000  <b>TransUnion Credit Freeze</b>            P.O. Box 160            Woodlyn, PA 19094</p>	<p><b>Experian</b>            1-888-397-3742  <a href="http://www.experian.com">www.experian.com</a>  <b>Experian Fraud Alert</b>            P.O. Box 9554            Allen, TX 75013  <b>Experian Credit Freeze</b>            P.O. Box 9554            Allen, TX 75013</p>	<p><b>Equifax</b>            1-888-298-0045  <a href="http://www.equifax.com">www.equifax.com</a>  <b>Equifax Fraud Alert</b>            P.O. Box 105069            Atlanta, GA 30348-5069  <b>Equifax Credit Freeze</b>            P.O. Box 105788            Atlanta, GA 30348-5788</p>
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**Where individuals can get more information.** Should you have any questions or concerns regarding this incident, please reach out to our dedicated assistance line at 855-604-1883, Monday through Friday, (except U.S. holidays), from 9 a.m. – 9 p.m., EST. You may also contact Webb Mason by mail at 10830 Gilroy Rd., Hunt Valley, MD 21031.