



November 21, 2023

NASCO Data Breach

What happened?

The administrator for the State's employee health plan, Blue Cross & Blue Shield of Rhode Island ("BCBSRI") has informed the Department of Administration ("DOA") of a data breach which impacted some subscribers and their families who receive health care services in Massachusetts.

All services a BCBSRI member receives in Massachusetts pass through Blue Cross & Blue Shield of Massachusetts ("BCBSMA"). According to BCBSRI, BCBSMA uses an entity called NASCO as its claims administrator vendor. NASCO utilized a software application called MOVEit Transfer to exchange files. An unauthorized third party unlawfully acquired data by accessing NASCO's MOVEit server due to a vulnerability in the MOVEit software. NASCO no longer uses MOVEit.

BCBSRI has informed the State that it continuously monitors against malicious and anomalous activities on its systems and has not detected any anomalous activity related to this incident within its systems to date.

Software breaches involving MOVEit have affected businesses nationally and internationally and are not unique to BCBSMA's vendor, NASCO. However, it is important to note that this incident did not involve a breach of the State's computer network or servers.

What personal information was involved and who was impacted?

What

Personal information included one or more of the following: name, demographic information (including address, phone number, gender, date of birth), email address, health insurance number, medical ID number, dates of service, treatment and/or diagnosis codes, account information, medical device or product purchased, and provider/care giver name.

Who

Approximately 1,700 individuals enrolled in the State's employee health plan were impacted by this incident. Approximately 600 of these individuals are current State employees and/or their dependents, and the remainder are former State employees and/or dependents and retirees.

Notice from NASCO

BCBSRI stated that NASCO will be mailing information to impacted individuals the week after Thanksgiving and offering free credit monitoring, identity theft resolution services, and identity theft insurance. To enroll in this service and for further information, impacted individuals should follow the instructions provided in the notice they receive from NASCO.

What can you do to protect yourself?

- Remain vigilant to threats of identity theft or fraud by regularly reviewing and monitoring your accounts and credit history for signs of unauthorized transactions or activity.
- The information in the NASCO notice that will be provided to impacted individuals will include ways to prevent identity theft and fraud, such as how to review statements, how to monitor credit reports for suspicious activity and errors, and what to do if you suspect identity theft.
- If you ever suspect you are a victim of identity theft or fraud, you can contact your local police. You can also access additional information online on how to protect your identity at <https://www.consumer.gov/idtheft>.

Contacts to obtain further information

NASCO may be reached through its toll-free customer service line at 1-855-873-7643, Monday through Friday between 9:00 a.m. and 11:00 p.m. and Saturday and Sunday between 11:00 a.m. and 8:00 p.m. Eastern Time (excluding major U.S. holidays), to answer questions.