

## NOTICE OF EYEMED VISION CARE LLC DATA BREACH

Northeast Delta Dental recently learned of a data security incident experienced by EyeMed Vision Care LLC (“EyeMed”) that may have impacted the protected health information (“PHI”) of some of its subscribers. EyeMed is a vendor of Northeast Delta Dental and manages vision benefits on its behalf.

### **What happened?**

On October 15, 2020, EyeMed informed Northeast Delta Dental that it discovered that an unauthorized individual gained access to an EyeMed email account and sent phishing emails to email addresses stored in the user’s address book. EyeMed also reported that they took immediate action to block the unauthorized individual’s access to the mailbox and secured it.

EyeMed launched an investigation into the incident and engaged a cybersecurity firm to assist in its efforts. The investigation determined that the unauthorized individual first gained access to the mailbox on June 24, 2020, and that access was terminated on July 1, 2020.

### **What information was involved?**

The mailbox contained information about individuals who formerly or currently receive vision benefits through EyeMed. Although EyeMed could not fully determine whether, and to what extent, if any, the unauthorized individual viewed or copied personal information, it is possible that individual’s names, addresses, and health insurance information may have been viewed or acquired by the unauthorized individual. For a limited number of individuals, Social Security numbers, treatment information, diagnosis, and prescription information also may have been affected.

### **What is EyeMed doing?**

EyeMed reports that they have taken several corrective actions to remediate and mitigate the effects of the security incident the incident and prevent further incidents. EyeMed made changes to how authorized individuals access their network and required immediate complex password changes to all employee accounts. EyeMed is also reinforcing and providing additional mandatory security awareness training to its users.

### **What is Northeast Delta Dental doing?**

We take the privacy and security of personal information seriously. Letters were sent to all impacted subscribers, and although EyeMed reports they are not aware of any misuse of information, impacted individuals can obtain, at no cost, credit monitoring and identity theft protection through Kroll.

Northeast Delta Dental is also reviewing contracts with third-parties and updating contracts where necessary to ensure that PHI is adequately protected.

**What you can do:**

We encourage our insureds to remain vigilant by regularly reviewing their financial statements, credit reports, and Explanations of Benefits (EOBs) from their health insurers and monitor for any unauthorized activity and immediately report suspicious activity to the proper law authorities. Individuals can also contact the Federal Trade Commission at 600 Pennsylvania Avenue NW, Washington, D.C. 20580, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261 or visit [www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/) for more information on protecting their identity.

**More Information:**

To verify and obtain additional information as to whether your information was potentially affected by this incident, please call please call 1-888-974-0076, toll-free, Monday through Friday, 9:00 am - 6:30 p.m. Eastern Time or visit <https://eyemed.com/en-us/notice>. We apologize for any inconvenience this security incident may have caused.