



---

## **Notice of Privacy Incident Potentially Impacting Some People with Medicare**

The Centers for Medicare & Medicaid Services (CMS), the federal agency that manages the Medicare program, is posting this notice of a data breach at a CMS subcontractor to notify potentially impacted people with Medicare who could not be reached because a December 2022 mailing attempt could not be delivered and was returned. We estimate that, nationwide, up to approximately 254,000 people with Medicare had information that was potentially exposed during this breach. Individuals who didn't receive a letter in the mail and want to confirm whether they may be impacted can call 1-800-MEDICARE (1-800-633-4227) to learn if their information may be included in this breach. TTY users can call 1-877-486-2048. As a result of this breach, CMS is providing potentially affected people a new Medicare card with a new Medicare Number and providing information on free credit monitoring services. This incident does not impact any person's Medicare benefits or coverage.

### **What Happened?**

On October 8, 2022, Healthcare Management Solutions (HMS), LLC, a CMS subcontractor, was subject to a ransomware attack on its corporate network. HMS handles CMS data as part of processing Medicare eligibility and entitlement records, in addition to premium payments. Initial information indicates that HMS acted in violation of its obligations to CMS, and CMS continues to investigate the incident. No CMS systems were breached, and no Medicare claims data were involved. On October 9, 2022, CMS was notified that the subcontractor's systems had been subject to a cybersecurity incident but CMS systems were not involved. As more information became available, on October 18, 2022, CMS determined with high confidence that the incident potentially included personally identifiable information and protected health information for some Medicare enrollees. Since then, CMS has been working diligently with the contractor to determine what information and which individuals may have been impacted.

### **What Information Was Involved**

After careful review, we have determined that personal and Medicare information for some Medicare enrollees may have been compromised. This information may have included the following:

- Name
- Address
- Date of Birth
- Phone Number
- Social Security Number
- Medicare Beneficiary Identifier
- Banking information, including routing and account numbers
- Medicare Entitlement, Enrollment, and Premium Information.

No claims data were involved in this incident.

### **What CMS is Doing**

When the incident was reported, CMS immediately started an investigation, working with the contractor and cybersecurity experts to identify what personal information, if any, might have been compromised. CMS is continuing to investigate this incident and will continue to take all appropriate actions to safeguard the information entrusted to CMS.

### **What Potentially Impacted People Can Do**

At this time, CMS is not aware of any reports of identity fraud or improper use of information of people with Medicare as a direct result of this incident. However, out of an abundance of caution CMS is issuing a new Medicare card with a new Medicare Number to potentially affected people. CMS will mail the new cards and, at a specified date, the current Medicare Number for a potentially impacted individual will no longer work. To check if you may have been impacted, to get instructions on getting your new Medicare card if you did not receive it, or to find out if your Medicare Number will no longer be accepted, call 1-800-MEDICARE (1-800-633-4227).

While we continue to investigate what, if any, banking information may have been compromised, potentially affected individuals who have concerns can contact their financial institutions. Additionally, potentially affected individuals can enroll in free credit monitoring services. We have also provided additional information about other steps individuals can take to further protect their privacy.

### **For More Information**

CMS takes the privacy and security of personal information very seriously, and apologizes for the inconvenience this privacy incident might have caused. You can [review a sample of the letter that CMS mailed](#), including details about signing up for credit monitoring services and other steps to protect your personal information, on [Medicare.gov](https://www.medicare.gov). You can also call 1-800-MEDICARE (1-800-633-4227) with any general questions or concerns about Medicare.

---