



CITY OF PHILADELPHIA

*Department of Behavioral Health and Intellectual disAbility Services
Promoting Recovery, Resilience & Self Determination*

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Posted 6/1/20; Updated 1/4/21

The Department of Behavioral Health and Intellectual disAbility Services (“DBHIDS”) is posting this notice to alert individuals that their personal health information may have been compromised as a result of a cybersecurity attack. This incident may impact individuals served by DBHIDS or its business associate, Community Behavioral Health (“CBH”), which assists DBHIDS in administering the behavioral health Medicaid program (HealthChoices) for the Philadelphia region.

On March 31, 2020, DBHIDS learned that an employee’s email account had been compromised as a result of a phishing attack. The Office of Innovation and Technology’s Information Security Group (“OIT”) immediately secured the account and began an investigation. Following this initial discovery, OIT discovered multiple additional DBHIDS and CBH accounts that were compromised as part of the attack. The password for each account was changed promptly upon discovery. OIT’s investigation is ongoing and additional DBHIDS and CBH accounts are being reviewed to determine whether they were also compromised. As of the date of this posting, the City’s investigation efforts have confirmed that additional DBHIDS and CBH accounts were subject to unauthorized access intermittently between March 31 and November 15, 2020. These attacks are believed to be connected to a series of malicious attacks targeting health care and social services agencies during the COVID-19 global pandemic.

To date, the investigation has been unable to confirm whether unauthorized persons have viewed any emails or attachments in the compromised accounts. The accounts contained demographic and health-related information of individuals receiving services and supports through DBHIDS and CBH, including: names, dates of birth, addresses, account and/or medical record numbers, health insurance information, clinical information such as diagnosis, dates of service, provider names, and description of services the individual has applied for or was receiving. For a limited number of individuals, the accounts may have also contained scans of birth certificates, driver’s licenses, and/or Social Security cards.

DBHIDS and CBH are continuing to work with forensics experts to review the emails and attachments in the compromised accounts in order to identify all individuals whose information may have been exposed. In August, DBHIDS began sending individual notification letters to affected individuals, and in those letters, offered complimentary credit and identity monitoring services. DBHIDS and CBH will continue to send notification letters and offer these services as the identities and addresses of individuals whose information may have been exposed are determined. DBHIDS and CBH encourage everyone to routinely remain vigilant against incidents of identity theft and fraud by regularly reviewing bank account and credit card statements and monitoring health insurance claims or service authorization history for suspicious activity.

You are encouraged to take the following steps:

1. Get a copy of your credit report. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877322-8228. If you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax Consumer Fraud
Division
P.O. Box 740256
Atlanta, GA 30374
1-888-766-0008

Experian
P.O. Box 2002 Allen, TX
75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19106
1-800-680-7289
www.transunion.com

2. Place a fraud alert or security freeze. If you see suspicious activity, you can ask any of the agencies listed above to place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. You may also ask the agencies to place a "security freeze" on your credit report, which prohibits the credit agency from releasing any information from your credit report without your written authorization. For more information, contact the agencies listed above.
3. Find more information. For more information on actions you can take to protect yourself, you can visit the website of the Pennsylvania Office of Attorney General at: www.attorneygeneral.gov/protect-yourself/identity-theftor the Federal Trade Commission at: www.consumer.ftc.gov.

We sincerely apologize for this incident and the concern it may cause. The privacy of the people we serve is very important to us and we will continue to do everything we can to protect it. To prevent similar incidents from occurring in the future, we have increased monitoring of network activity and continued to educate users on how to identify and avoid malicious emails. We continue the process of enhancing email security to better prevent similar attacks in the future.

If you receive services or support through DBHIDS and have questions or concerns, you can call 1-888-858-1748 for more information. CBH members can call 1-888-545-2600 for more information.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-858-1748 (TTY: 1-888-858-1748).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-858-1748 (TTY: 1-888-858-1748)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-858-1748 (TTY: 1-888-858-1748).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-858-1748 (телетайп: 1-888-858-1748).

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprouch. Ruf selli Nummer uff: Call 1-888-858-1748 (TTY: 1-888-858-1748).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-858-1748 (TTY: 1-888-858-1748) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-858-1748 (TTY: 1-888-858-1748).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-858-1748 (رقم هاتف الصم والبكم: 1-888-858-1748).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-858-1748 (ATS : 1-888-858-1748).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-858-1748 (TTY: 1-888-858-1748).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-858-1748 (TTY: 1-888-858-1748).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-858-1748 (TTY: 1-888-858-1748).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-858-1748 (TTY: 1-888-858-1748).

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(TTY: 1-888-858-1748).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-858-1748 (TTY: 1-888-858-1748).