

## Media Release

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### Onsite Health Diagnostics Notifies Affected State of Tennessee Group Insurance Plan Members Of Security Incident

*(August 8, 2014)* As part of its ongoing commitment to the privacy of personal health information, Onsite Health Diagnostics (OHD) is notifying affected members of the State of Tennessee Group Insurance Program of a security incident that may affect some of their protected health information.

The company's investigation has determined that this security incident resulted in unauthorized access to an old information table containing this personal information: name, date of birth, address, email address, phone number and gender. **The information which was accessed did NOT include Social Security numbers, Employee ID numbers, or any medical information.**

On behalf of Healthways, OHD offers employee health screenings to the State's health plan members. In order to provide these services, the company stores some personal information of health plan members. OHD and investigating authorities are unaware of any identity theft related to this incident, but out of an abundance of caution, OHD has mailed letters to the affected health plan members to ensure that they are aware of the incident and can take steps to protect their information. OHD will provide one free year of identity theft protection to affected group health plan members.

OHD experienced a security incident in which an unknown source gained unauthorized access to its prior online scheduler, during the period from January 4, 2014 to April 11, 2014. OHD became aware of this incident on April 11, 2014, and initiated an investigation with third-party, national security and computer forensics experts. The impacted system has not been in use since the Fall of 2013. Since then, a new scheduling system has been used and additional security controls have been implemented on that system.

*This Media Notice is being made out of an abundance of caution in an effort to fully comply with all possible regulatory requirements.* The State is also publishing notice of this incident on the State of Tennessee Benefits Administration website. In order to further safeguard affected individuals from any potential misuse of their personal information, OHD is offering them complimentary identity theft protection services through ID Experts®. The protection services include: 12 months of identity protection, a \$20,000 insurance reimbursement policy in the event of identity theft, and access to fraud resolution representatives. With this protection, ID Experts will help resolve issues if an affected individual's identity is compromised.

OHD encourages impacted group health plan members to remain vigilant, to review account statements, and to monitor credit reports and explanation of benefits forms for suspicious activity. Under U.S. law individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of their credit report.

Plan members can also further educate themselves regarding identity theft, and the steps they can take to protect themselves, by contacting their state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. Individuals can also further educate themselves about placing a fraud alert or security freeze on their credit file by contacting the FTC or their state's Attorney General. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, [www.ncdoj.gov](http://www.ncdoj.gov). For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

OHD has established a confidential inquiry line, staffed with professionals trained in identity and credit protection and restoration, and familiar with this incident and the contents of this notice. **Individuals may reach the confidential call center by dialing, toll-free, 1-888-266-9285, Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time, excluding major holidays.** Health plan members, who have additional questions, may also contact the State's Benefits Administration Privacy Officer at [benefits.privacy@tn.gov](mailto:benefits.privacy@tn.gov).